



Customer Satisfaction Tracking Report

(April 2025 – June 2025)



Overall Report

Responsibility for Local Transit System

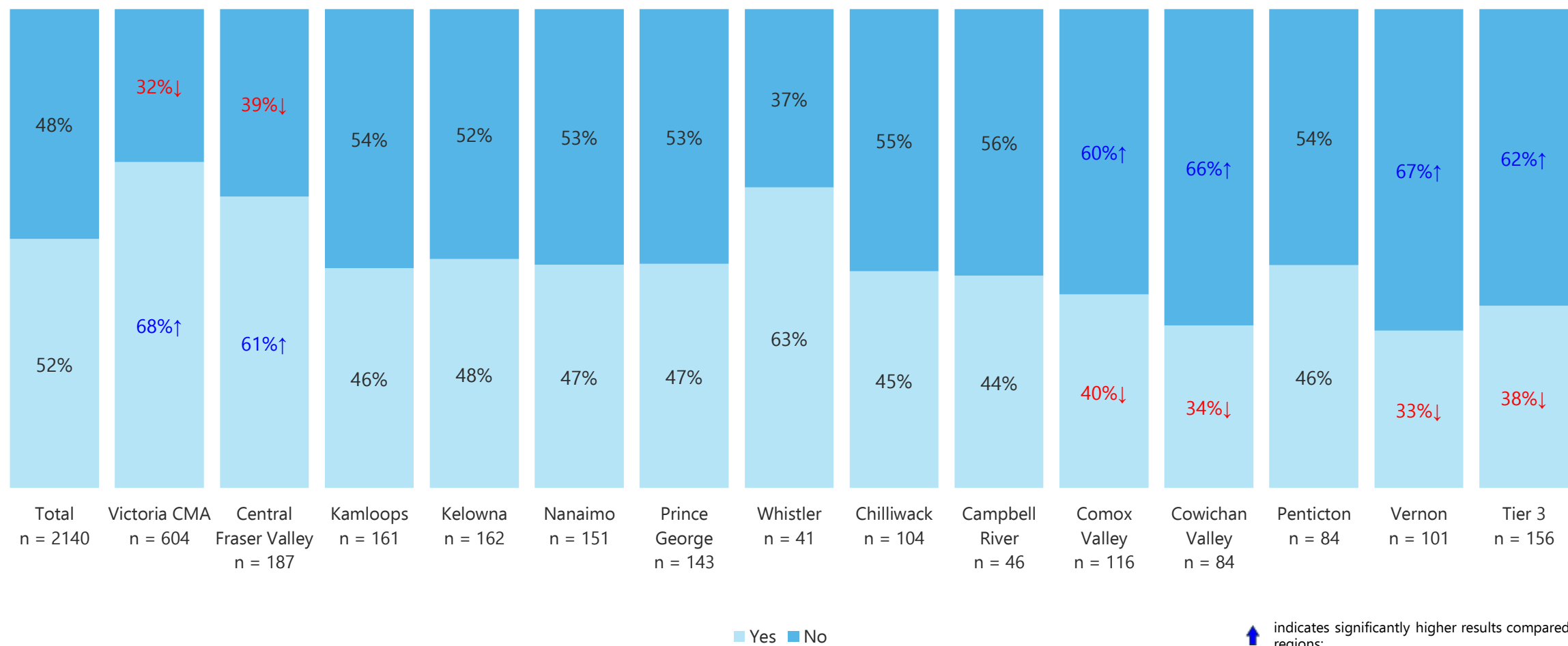
Current Reporting Quarter: Q2 2025 (APR - JUN)

	Total n = 2155	Victoria CMA n = 610	Central Fraser Valley n = 188	Kamloops n = 163	Kelowna n = 162	Nanaimo n = 151	Prince George n = 144	Whistler n = 41	Chilliwack n = 105	Campbell River n = 46	Comox Valley n = 117	Cowichan Valley n = 84	Penticton n = 84	Vernon n = 102	Tier 3 n = 157
BC Transit	81%	93%	76%	87%	74%	78%	78%	78%	69%	71%	81%	74%	77%	79%	63%
Local/municipal government	24%	21%	21%	24%	27%	27%	29%	24%	27%	21%	20%	18%	26%	26%	27%
TransLink	12%	4%	28%	14%	17%	15%	7%	22%	25%	5%	6%	17%	9%	7%	9%
Other	2%	1%	2%	1%	1%	3%	0%	0%	0%	6%	3%	1%	6%	2%	5%
Don't know	6%	2%	7%	4%	4%	4%	7%	5%	9%	6%	9%	9%	5%	6%	15%

Green highlighted cells indicates significantly higher results compared to other regions.
Red highlighted cells indicates significantly lower results compared to other regions.

Past Year Local Transit Use

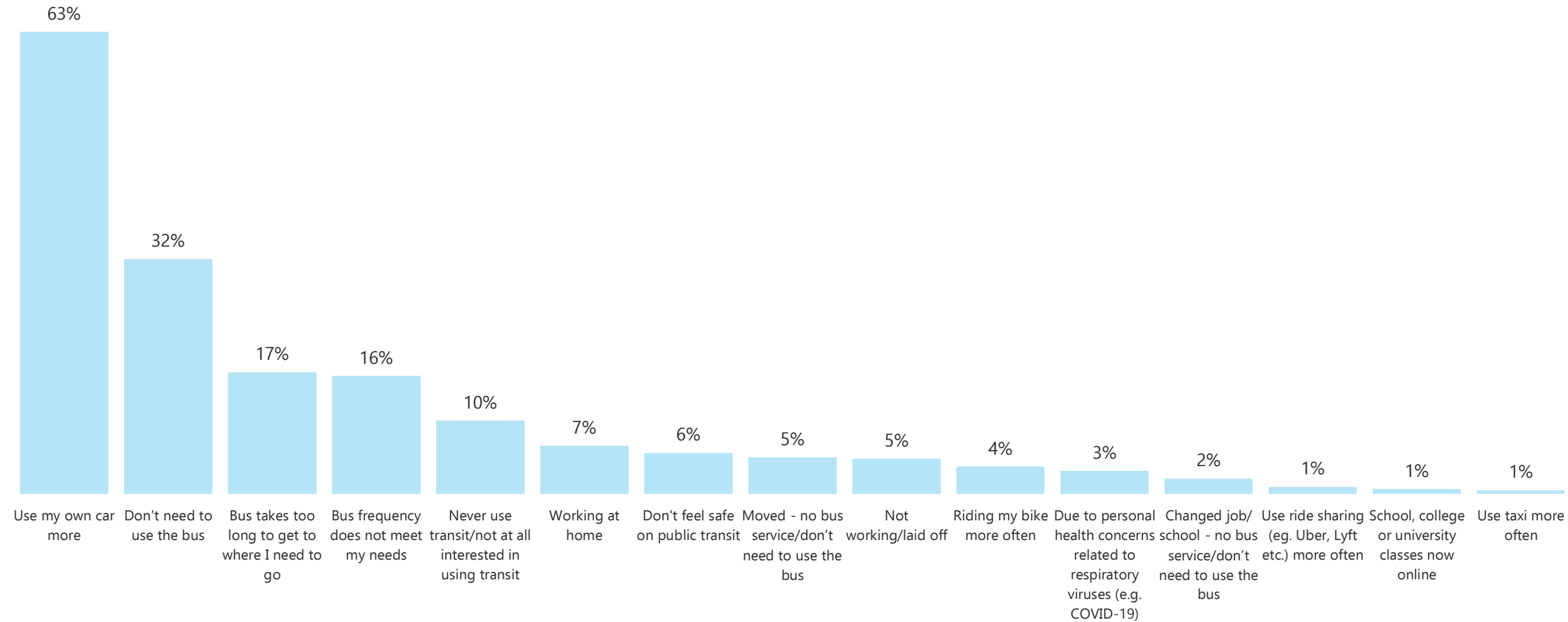
Current Reporting Quarter: Q2 2025 (APR - JUN)



Q3 Have you used the local public bus system within the last year?
 *Don't know and Prefer not to answer is excluded from the graph and calculation

Reasons Not to Use the Local Public Bus System

Current Reporting Quarter: Q2 2025 (APR - JUN)

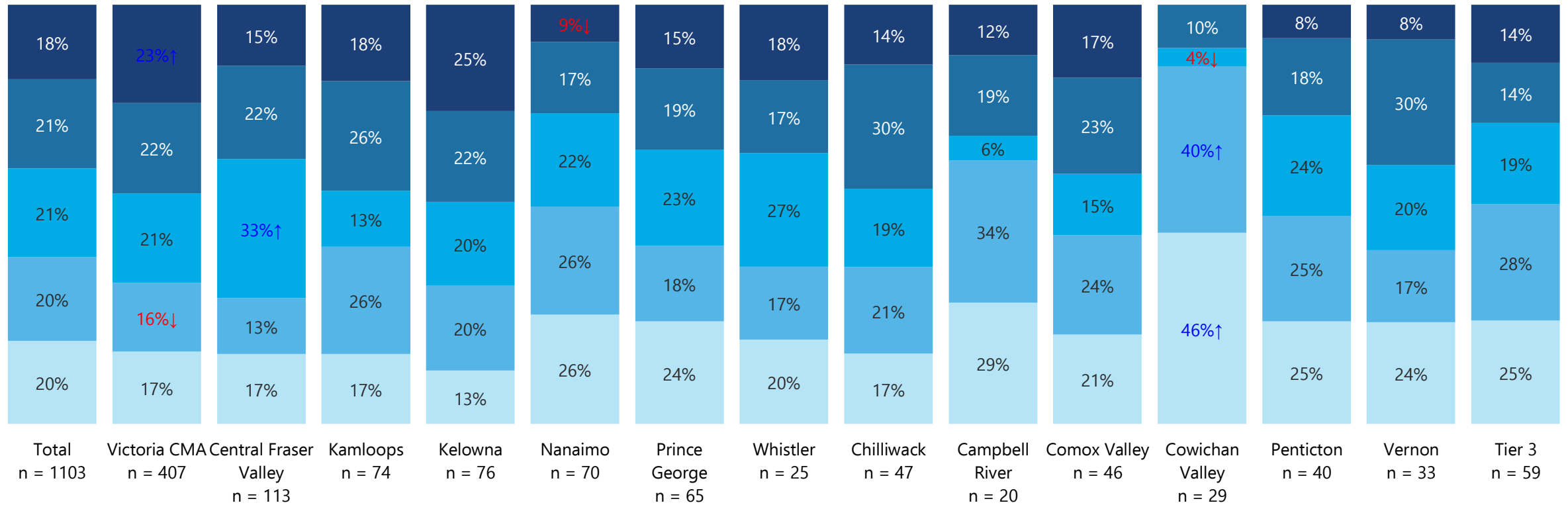


base n= 1027

Q3A Why have you not used the local public bus system within the last year?

Most Recent Local Transit Use

Current Reporting Quarter: Q2 2025 (APR - JUN)



■ Was it more than three months ago
 ■ One to three months ago
 ■ In the past month
 ■ In the past seven days
 ■ In the past 24 hours

↑ indicates significantly higher results compared to other regions;

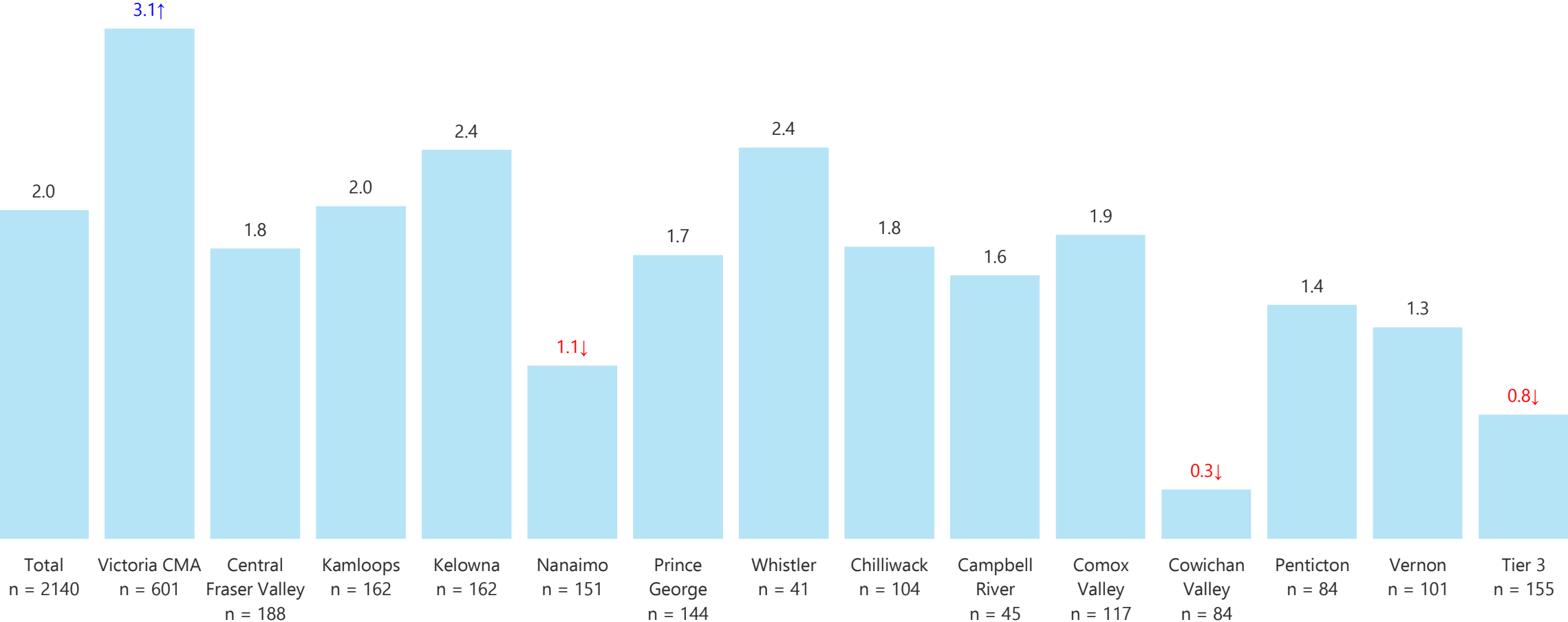
↓ indicates significantly lower results compared to other regions.

Q4 When did you last use the public bus system?

*Don't know is excluded from the graph and calculation

Average Number of One-way Trips in the Past Seven Days

Current Reporting Quarter: Q2 2025 (APR - JUN)



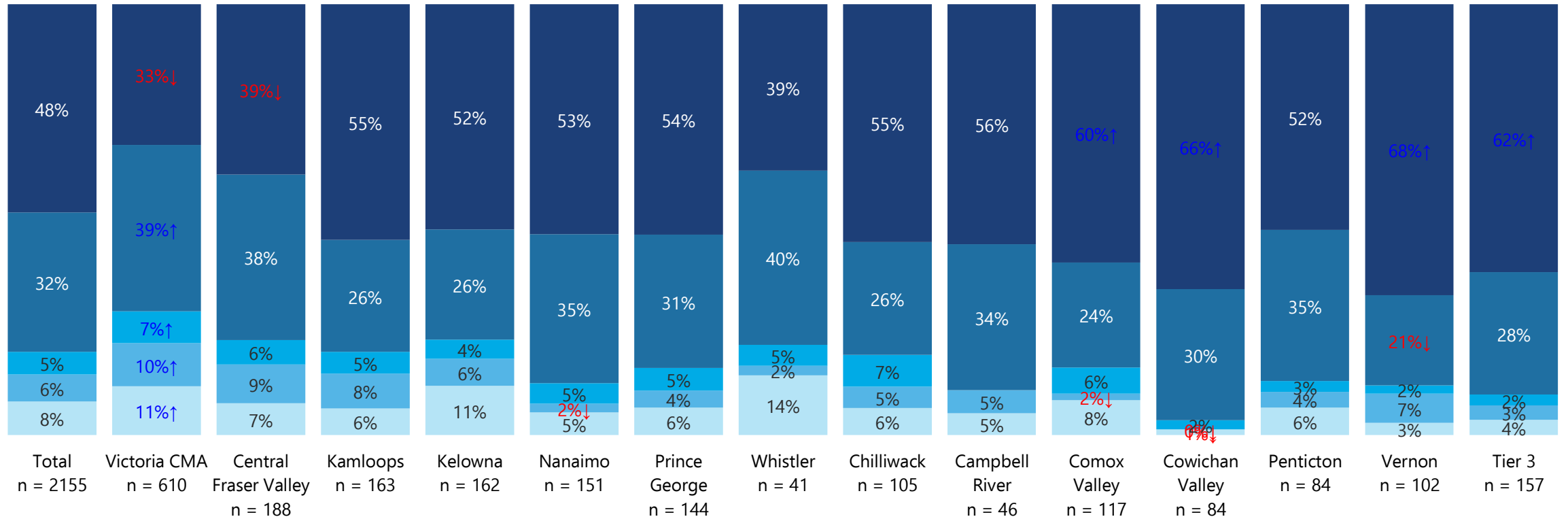
↑ indicates significantly higher results compared to other regions;
↓ indicates significantly lower results compared to other regions.



Q5 How many one-way trips did you make on public transit in the past seven days?
*Don't know is excluded from the graph and calculation

Rider Usage Group

Current Reporting Quarter: Q2 2025 (APR - JUN)



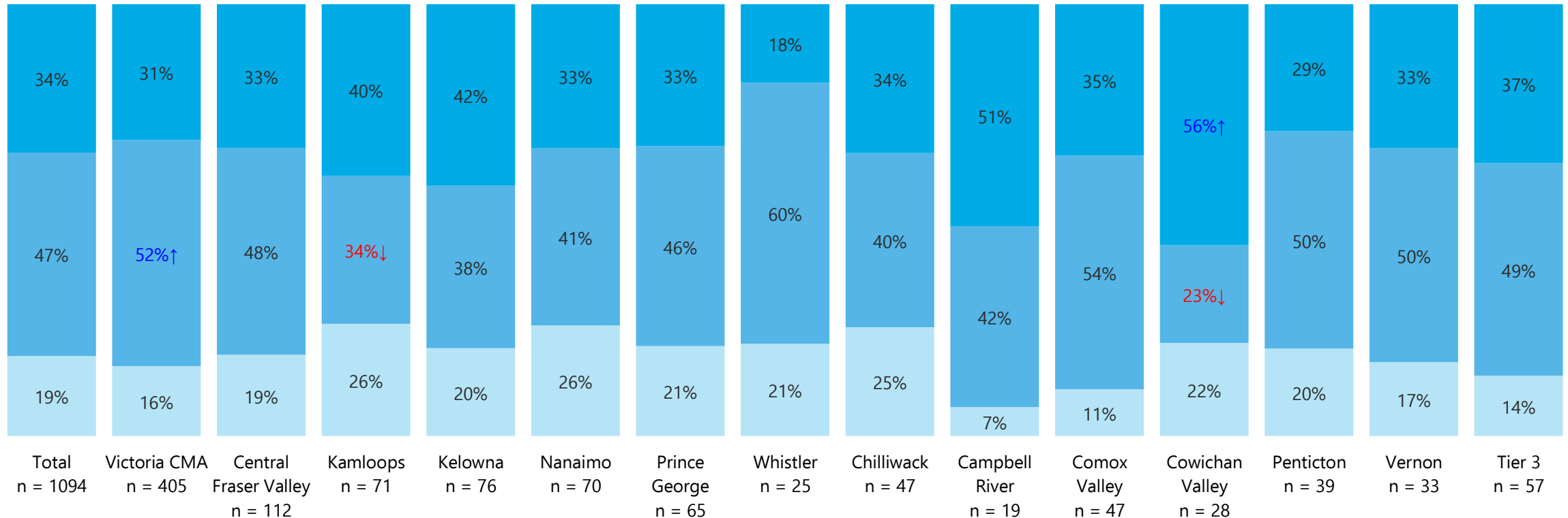
■ Heavy rider
 ■ Medium rider
 ■ Light rider
 ■ Occasional rider
 ■ Non-rider

↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

Past Year Change in Local Bus System Use

Current Reporting Quarter: Q2 2025 (APR - JUN)



■ More often
 ■ About the same
 ■ Less often

↑ indicates significantly higher results compared to other regions.
↓ indicates significantly lower results compared to other regions.

Q6A Compared to a year ago, would you say that you use the local bus system more often now, less often or about the same?

*Don't know/Prefer not to answer is excluded from the graph and calculation

Modes of Transportation Now Used (More often)

Current Reporting Quarter: Q2 2025 (APR - JUN)

	Total n = 376	Victoria CMA n = 127	Central Fraser Valley n = 37	Kamloops n = 28	Kelowna n = 32	Nanaimo n = 24	Prince George n = 21	Whistler n = 5	Chilliwack n = 16	Campbell River n = 10	Comox Valley n = 16	Cowichan Valley n = 15	Penticton n = 11	Vernon n = 11	Tier 3 n = 21
Drive alone (car/truck)	56%	61%	49%	68%	58%	55%	82%	40%	31%	77%	55%	41%	34%	35%	52%
Carpool or share a ride as driver	11%	8%	16%	0%	22%	37%	9%	60%	0%	0%	0%	7%	9%	0%	10%
Carpool or share a ride as passenger	19%	10%	28%	10%	34%	26%	19%	0%	15%	11%	23%	26%	31%	27%	31%
Taxi	10%	8%	14%	16%	15%	4%	9%	0%	5%	11%	0%	6%	25%	8%	4%
Bicycle	11%	11%	0%	8%	24%	9%	5%	40%	0%	0%	26%	13%	33%	8%	5%
Motorcycle/moped/scooter	7%	6%	9%	5%	7%	13%	0%	0%	5%	0%	20%	7%	9%	10%	4%
Walking/rollerblading/skateboarding/jogging	18%	22%	14%	18%	7%	26%	10%	0%	17%	23%	13%	24%	34%	18%	15%
Ride share (e.g. Uber, Lyft, etc.)	13%	9%	25%	11%	21%	0%	10%	0%	38%	11%	15%	0%	10%	10%	20%
Other	7%	9%	10%	4%	6%	0%	4%	0%	12%	0%	0%	15%	15%	9%	5%
Don't know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Q6B Now that you are using the local bus system less often, what mode(s) of transportation are you using more?

Green highlighted cells indicates significantly higher results compared to other regions.
Red highlighted cells indicates significantly lower results compared to other regions.

Modes of Transportation Now Used (Less often)

Current Reporting Quarter: Q2 2025 (APR - JUN)

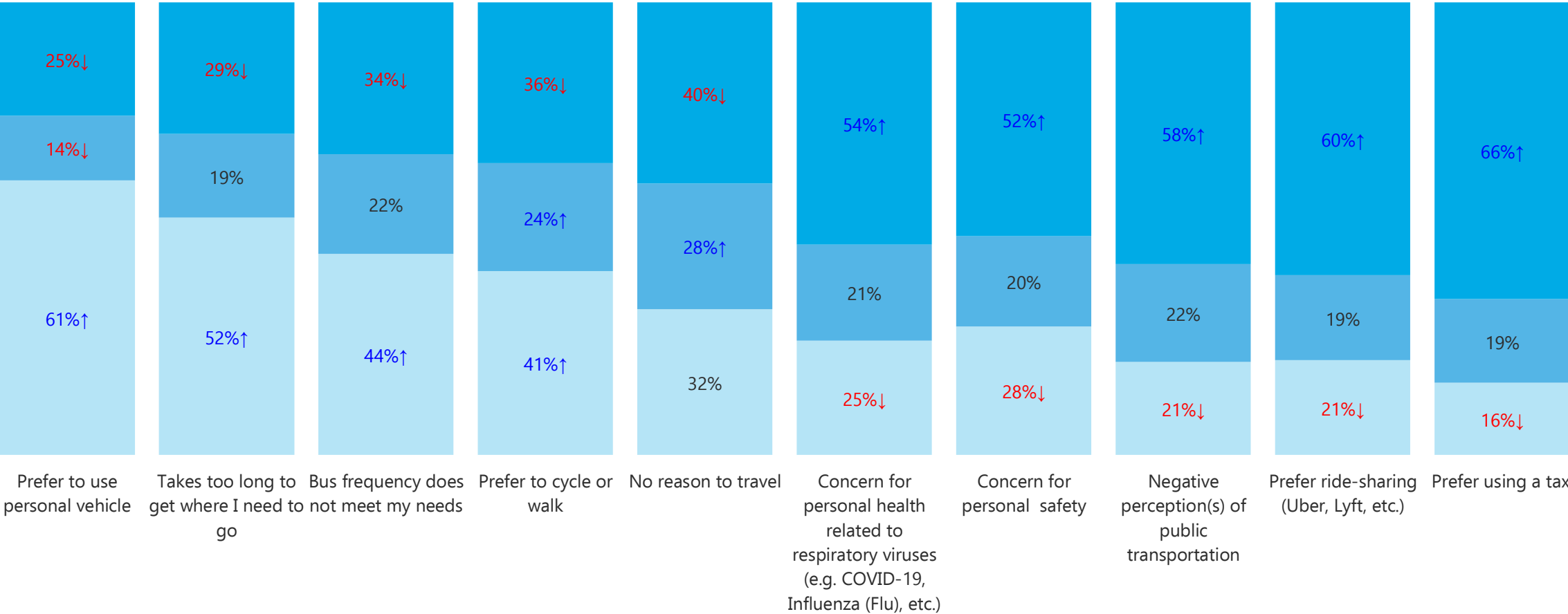
	Total n = 203	Victoria CMA n = 65	Central Fraser Valley n = 21	Kamloops n = 18	Kelowna n = 15	Nanaimo n = 18	Prince George n = 13	Whistler n = 5	Chilliwack n = 12	Campbell River n = 1	Comox Valley n = 5	Cowichan Valley n = 6	Penticton n = 8	Vernon n = 6	Tier 3 n = 8
Drive car/truck alone	54%	66%	35%	31%	54%	67%	61%	20%	47%	0%	76%	70%	36%	77%	37%
Carpool or share a ride as driver	14%	11%	21%	32%	0%	15%	15%	20%	0%	0%	40%	0%	0%	39%	12%
Carpool or share a ride as passenger	17%	15%	37%	0%	27%	7%	22%	20%	8%	0%	17%	16%	13%	16%	37%
Taxi	24%	21%	21%	28%	22%	13%	23%	56%	43%	0%	17%	30%	26%	35%	12%
Bicycle	9%	6%	6%	19%	7%	0%	0%	16%	17%	0%	0%	16%	0%	39%	26%
Motorcycle/moped/scooter	3%	2%	6%	0%	0%	0%	0%	20%	0%	0%	0%	16%	0%	16%	0%
Walking/rollerblading/skateboarding/jogging	15%	17%	27%	26%	20%	5%	7%	20%	8%	0%	24%	0%	12%	0%	0%
Ride share (e.g. Uber, Lyft, etc.)	21%	17%	36%	38%	14%	27%	0%	20%	36%	0%	17%	21%	0%	39%	12%
Other	6%	3%	0%	14%	6%	0%	0%	44%	0%	100%	0%	0%	24%	0%	12%
Don't know	3%	2%	4%	0%	6%	0%	0%	20%	0%	0%	0%	0%	14%	0%	12%

Q6B Now that you are using the local bus system less often, what mode(s) of transportation are you using more?

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Likelihood of Reasons to not use Public Transportation

Current Reporting Quarter: Q2 2025 (APR - JUN)



Agree Neither Agree nor Disagree Disagree

base n= 526

Q6BBB Below is a list of possible reasons why some may choose not to use public transportation within their community. Please indicate your level of agreement with each of the reasons listed.

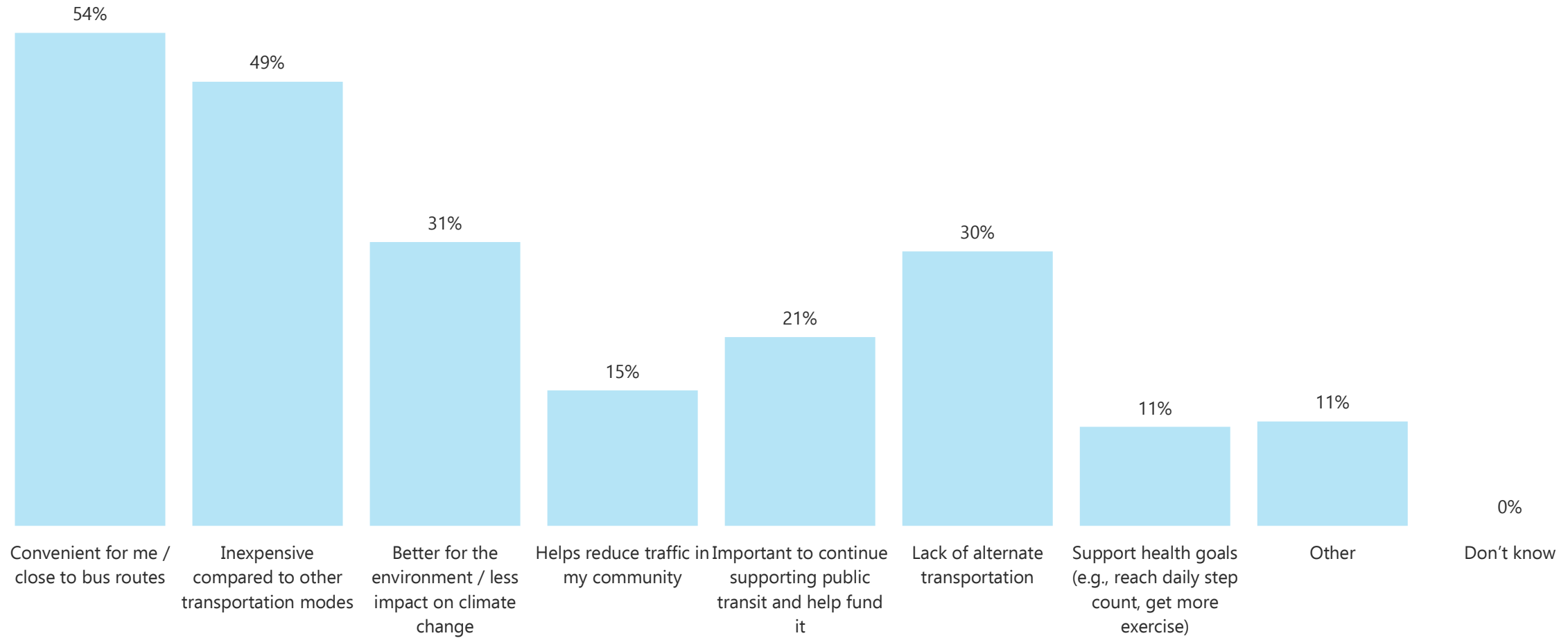
*Prefer not to answer is excluded from the graph and calculation

↑ indicates significantly higher results compared to other regions;
↓ indicates significantly lower results compared to other regions.



Reasons to use Local Transit More Often

Current Reporting Quarter: Q2 2025 (APR - JUN)

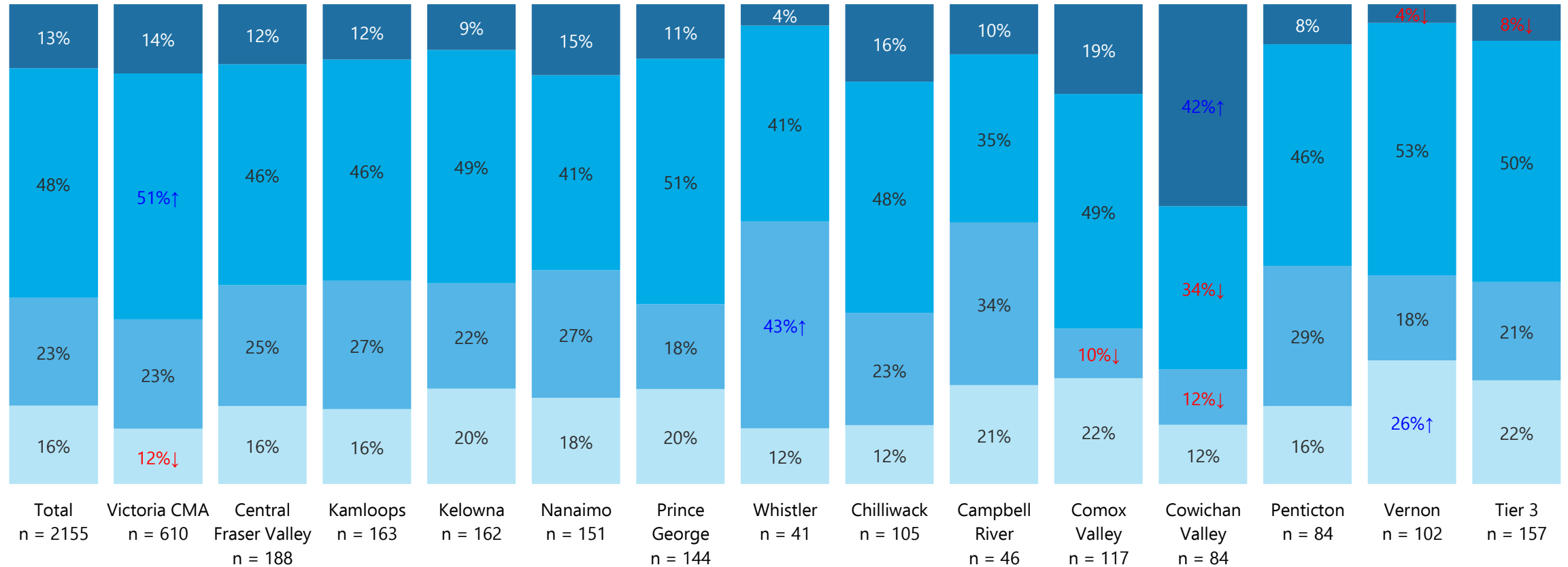


base n= 203

Q6D Why are you using local transit more often?

Past Year Change in Local Bus System

Current Reporting Quarter: Q2 2025 (APR - JUN)



■ Don't know
 ■ Improved
 ■ Stayed the same
 ■ Worse

↑ indicates significantly higher results compared to other regions
 ↓ indicates significantly lower results compared to other regions

Q7 Compared to a year ago, would you say that the local bus system has improved, stayed the same or become worse?

Perceptions of Transit Service (% Rating 4 or 5)

Current Reporting Quarter: Q2 2025 (APR - JUN)

	Total n = 2155	Victoria CMA n = 610	Central Fraser Valley n = 188	Kamloops n = 163	Kelowna n = 162	Nanaimo n = 151	Prince George n = 144	Whistler n = 41	Chilliwack n = 105	Campbell River n = 46	Comox Valley n = 117	Cowichan Valley n = 84	Penticton n = 84	Vernon n = 102	Tier 3 n = 157
Fare prices are reasonable	48%	43%	51%	51%	49%	49%	45%	73%	47%	40%	56%	40%	64%	40%	52%
Bus drivers are courteous	63%	68%	61%	52%	55%	74%	53%	89%	62%	50%	64%	59%	72%	60%	61%
Frequency of scheduled service	36%	42%	39%	36%	25%	36%	35%	33%	35%	35%	26%	24%	43%	31%	37%
Buses run on time/on schedule	49%	51%	45%	49%	41%	52%	48%	79%	43%	53%	35%	50%	66%	43%	55%
Buses are clean/well-maintained	55%	61%	48%	50%	45%	53%	49%	81%	49%	45%	58%	48%	76%	53%	53%
Availability and accuracy of schedule information	50%	54%	48%	54%	42%	50%	49%	70%	45%	45%	45%	44%	58%	48%	44%
Buses not being overcrowded	47%	34%	46%	48%	44%	55%	51%	70%	36%	44%	60%	44%	75%	52%	58%
Buses have a direct route	39%	37%	42%	46%	31%	39%	41%	47%	36%	42%	32%	34%	53%	30%	46%
Bus fare payment options are convenient and easy to use	51%	51%	57%	53%	51%	48%	44%	64%	41%	55%	52%	37%	62%	52%	54%
Buses have good connections with reasonable wait times	35%	36%	38%	38%	28%	35%	40%	52%	29%	37%	23%	23%	49%	36%	34%
Bus stops have enough amenities such as shelters, benches, information and trash cans	32%	40%	30%	32%	26%	24%	34%	44%	23%	37%	26%	12%	41%	28%	28%
Bus stops are clean and well maintained	42%	45%	39%	44%	39%	35%	38%	75%	34%	39%	47%	29%	61%	47%	40%
Trip duration, that is the time from when you boarded to the time you got off the bus	41%	46%	42%	39%	31%	34%	38%	63%	40%	44%	31%	34%	49%	36%	45%
Sense of safety and security	46%	49%	42%	50%	35%	40%	42%	74%	33%	48%	51%	41%	60%	45%	53%
Overall	46%	54%	44%	46%	35%	41%	46%	63%	44%	44%	33%	27%	63%	37%	44%

Green highlighted cells indicates significantly higher results compared to other regions.

Red highlighted cells indicates significantly lower results compared to other regions.

Perceptions of Transit Service (% Rating 4 or 5)

Current Reporting Quarter: Q2 2025 (APR - JUN)

	Total n = 2155	Age				Gender		Riders		
		19-24 n = 191	25-44 n = 715	45-64 n = 680	65+ n = 561	Male n = 834	Female n = 1286	Regular n = 416	Occasional rider n = 698	Non-rider n = 1041
Fare prices are reasonable	48%	53%	42%	48%	54%	51%	46%	55%	52%	42%
Bus drivers are courteous	63%	60%	60%	61%	72%	66%	62%	69%	67%	58%
Frequency of scheduled service	36%	44%	34%	35%	38%	40%	34%	50%	40%	28%
Buses run on time/on schedule	49%	44%	42%	51%	58%	55%	46%	54%	52%	45%
Buses are clean/well-maintained	55%	43%	48%	59%	64%	63%	50%	65%	58%	49%
Availability and accuracy of schedule information	50%	45%	47%	51%	54%	55%	47%	59%	52%	45%
Buses not being overcrowded	47%	32%	39%	49%	59%	51%	44%	44%	45%	48%
Buses have a direct route	39%	47%	40%	36%	37%	44%	35%	54%	40%	32%
Bus fare payment options are convenient and easy to use	51%	53%	47%	53%	53%	52%	51%	62%	55%	43%
Buses have good connections with reasonable wait times	35%	40%	31%	34%	40%	40%	32%	50%	37%	28%
Bus stops have enough amenities such as shelters, benches, information and trash cans	32%	35%	29%	32%	34%	38%	28%	42%	36%	25%
Bus stops are clean and well maintained	42%	36%	37%	44%	50%	49%	38%	53%	43%	38%
Trip duration, that is the time from when you boarded to the time you got off the bus	41%	40%	40%	41%	43%	44%	39%	54%	46%	32%
Sense of safety and security	46%	49%	39%	45%	56%	55%	41%	60%	49%	39%
Overall	46%	51%	40%	46%	51%	52%	42%	62%	54%	34%

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Red highlighted cells indicates significantly lower results compared to other regions.

Perceptions of Transit Service (Mean Scores)

Current Reporting Quarter: Q2 2025 (APR - JUN)

Average	Total n = 1823	Victoria CMA n = 542	Central Fraser Valley n = 164	Kamloop s n = 146	Kelowna n = 142	Nanaimo n = 126	Prince George n = 123	Whistler n = 38	Chilliwac k n = 90	Campbell River n = 35	Comox Valley n = 87	Cowichan Valley n = 73	Penticton n = 65	Vernon n = 68	Tier 3 n = 124
Fare prices are reasonable	3.47	3.31	3.48	3.54	3.50	3.54	3.50	3.84	3.42	3.45	3.69	3.24	3.80	3.49	3.60
Bus drivers are courteous	3.86	3.94	3.78	3.58	3.60	4.04	3.79	4.21	3.81	3.69	3.92	3.86	4.04	3.90	3.94
Frequency of scheduled service	3.14	3.28	3.18	3.07	2.93	3.12	3.19	3.15	3.20	3.15	2.95	2.85	3.31	3.13	3.00
Buses run on time/on schedule	3.46	3.47	3.32	3.39	3.27	3.55	3.55	4.02	3.32	3.54	3.19	3.48	3.79	3.55	3.56
Buses are clean/well-maintained	3.64	3.74	3.39	3.53	3.52	3.56	3.54	4.20	3.46	3.44	3.73	3.63	4.01	3.71	3.72
Availability and accuracy of schedule information	3.48	3.53	3.39	3.49	3.39	3.53	3.49	3.94	3.36	3.40	3.40	3.40	3.70	3.56	3.29
Buses not being overcrowded	3.41	3.10	3.35	3.35	3.25	3.56	3.62	4.13	3.30	3.51	3.72	3.48	4.04	3.64	3.72
Buses have a direct route	3.23	3.19	3.25	3.35	3.10	3.15	3.27	3.46	3.25	3.22	3.03	3.11	3.60	3.24	3.38
Bus fare payment options are convenient and easy to use	3.56	3.52	3.62	3.64	3.55	3.51	3.42	3.70	3.39	3.68	3.64	3.30	3.77	3.71	3.70
Buses have good connections with reasonable wait times	3.13	3.17	3.21	3.12	3.00	3.07	3.21	3.40	3.00	3.23	2.87	2.86	3.46	3.27	3.10
Bus stops have enough amenities such as shelters, benches, information and trash cans	2.98	3.17	2.86	3.08	2.92	2.74	3.03	3.24	2.93	3.21	2.81	2.25	3.22	2.91	2.80
Bus stops are clean and well maintained	3.25	3.33	3.17	3.22	3.25	2.92	3.15	3.94	2.99	3.26	3.25	2.86	3.75	3.40	3.31
Trip duration, that is the time from when you boarded to the time you got off the bus	3.31	3.39	3.30	3.25	3.17	3.13	3.22	3.63	3.24	3.38	3.13	3.18	3.52	3.37	3.45
Sense of safety and security	3.38	3.45	3.22	3.36	3.12	3.24	3.32	3.99	3.09	3.39	3.51	3.31	3.62	3.47	3.60
Overall	3.42	3.55	3.40	3.45	3.25	3.30	3.40	3.62	3.36	3.33	3.22	2.89	3.74	3.40	3.40

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Red highlighted cells indicates significantly lower results compared to other regions.

Perceptions of Transit Service (Mean Scores)

Current Reporting Quarter: Q2 2025 (APR - JUN)

Average	Total n = 1823	Age				Gender		Riders		
		19-24 n = 176	25-44 n = 643	45-64 n = 590	65+ n = 411	Male n = 695	Female n = 1102	Regular n = 404	Occasional rider n = 661	Non-rider n = 759
Fare prices are reasonable	3.47	3.39	3.30	3.47	3.73	3.57	3.43	3.57	3.49	3.41
Bus drivers are courteous	3.86	3.65	3.72	3.82	4.19	3.98	3.80	3.95	3.89	3.80
Frequency of scheduled service	3.14	3.26	3.05	3.11	3.27	3.24	3.08	3.42	3.13	3.04
Buses run on time/on schedule	3.46	3.26	3.27	3.51	3.75	3.58	3.39	3.51	3.47	3.44
Buses are clean/well-maintained	3.64	3.37	3.44	3.70	3.94	3.82	3.53	3.80	3.62	3.59
Availability and accuracy of schedule information	3.48	3.32	3.37	3.48	3.67	3.62	3.39	3.61	3.44	3.44
Buses not being overcrowded	3.41	3.03	3.21	3.44	3.79	3.53	3.35	3.28	3.32	3.53
Buses have a direct route	3.23	3.40	3.21	3.17	3.28	3.36	3.15	3.57	3.18	3.12
Bus fare payment options are convenient and easy to use	3.56	3.43	3.41	3.62	3.75	3.62	3.54	3.72	3.58	3.48
Buses have good connections with reasonable wait times	3.13	3.17	3.02	3.12	3.29	3.26	3.06	3.39	3.11	3.04
Bus stops have enough amenities such as shelters, benches, information and trash cans	2.98	3.04	2.92	2.95	3.06	3.15	2.88	3.19	3.01	2.86
Bus stops are clean and well maintained	3.25	2.98	3.09	3.28	3.52	3.43	3.14	3.48	3.19	3.19
Trip duration, that is the time from when you boarded to the time you got off the bus	3.31	3.28	3.20	3.32	3.45	3.40	3.25	3.57	3.33	3.18
Sense of safety and security	3.38	3.27	3.20	3.37	3.69	3.60	3.25	3.66	3.41	3.24
Overall	3.42	3.41	3.27	3.45	3.59	3.52	3.36	3.68	3.48	3.24

Q11 Based on your own experience or what you may have seen or heard, we would like you to rate the local transit system on several areas. Using a scale of 1 to 5 where 1 means extremely poor and 5 means excellent, please indicate your level of agreement with each of the following statements.

Green highlighted cells indicates significantly higher results compared to other regions.
Red highlighted cells indicates significantly lower results compared to other regions.

Reason for using Transit

Current Reporting Quarter: Q2 2025 (APR - JUN)

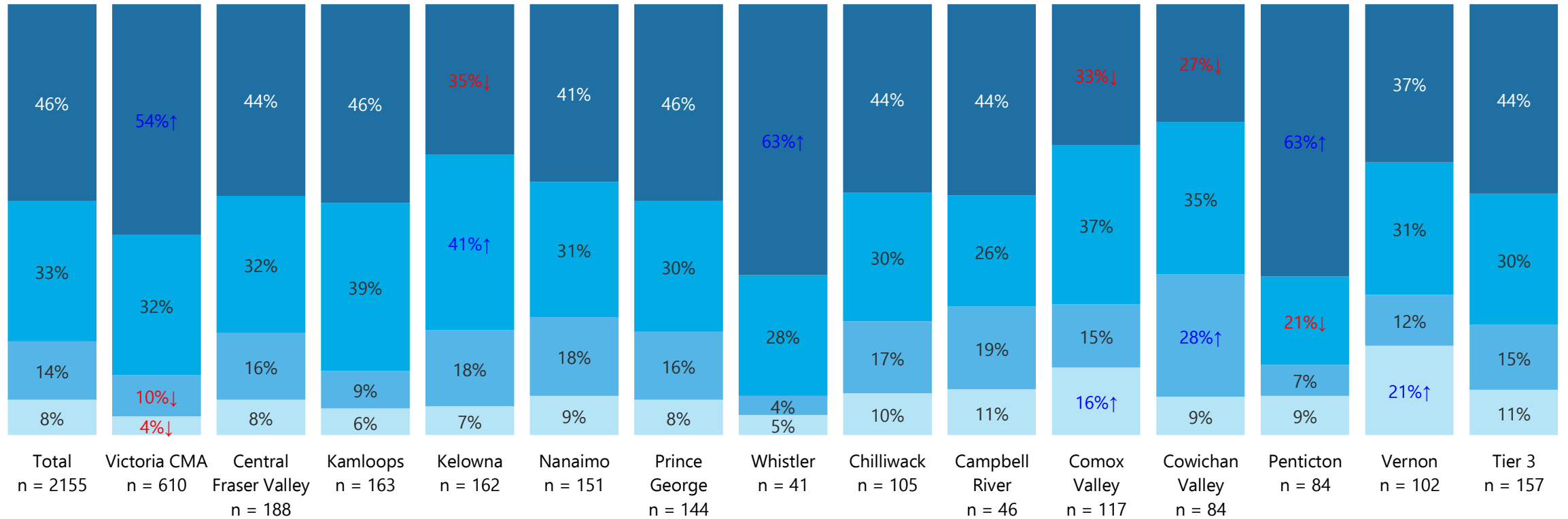
	Total n = 1113	Victoria CMA n = 411	Central Fraser Valley n = 114	Kamloops n = 74	Kelowna n = 77	Nanaimo n = 70	Prince George n = 67	Whistler n = 25	Chilliwack n = 47	Campbell River n = 20	Comox Valley n = 47	Cowichan Valley n = 29	Penticton n = 39	Vernon n = 33	Tier 3 n = 59
Going to or from work	22%	24%	17%	27%	30%	18%	14%	34%	19%	33%	13%	12%	13%	23%	19%
Going to or from school	4%	3%	6%	7%	7%	7%	7%	0%	8%	5%	0%	0%	0%	7%	0%
Going to or from shopping	20%	14%	35%	18%	9%	25%	26%	0%	27%	15%	24%	41%	20%	40%	21%
Conducting personal business (such as going to the doctor or bank, etc.)	20%	21%	16%	27%	23%	10%	30%	12%	11%	5%	39%	17%	23%	9%	24%
Entertainment or social reasons (such as visiting friends or relatives)	20%	22%	19%	13%	18%	25%	14%	28%	22%	24%	13%	18%	33%	18%	22%
Going to the ferry terminal/airport	6%	9%	6%	1%	1%	9%	2%	8%	2%	17%	0%	10%	5%	0%	9%
Other	6%	7%	1%	8%	10%	5%	6%	15%	11%	0%	9%	3%	7%	3%	5%
Don't know	1%	0%	1%	0%	1%	1%	0%	4%	0%	0%	3%	0%	0%	0%	0%

Q5A What was the main purpose of your trip, the last time you used the local public bus system?

Green highlighted cells indicates significantly higher results compared to other regions.
Red highlighted cells indicates significantly lower results compared to other regions.

Overall Transit Experience

Current Reporting Quarter: Q2 2025 (APR - JUN)



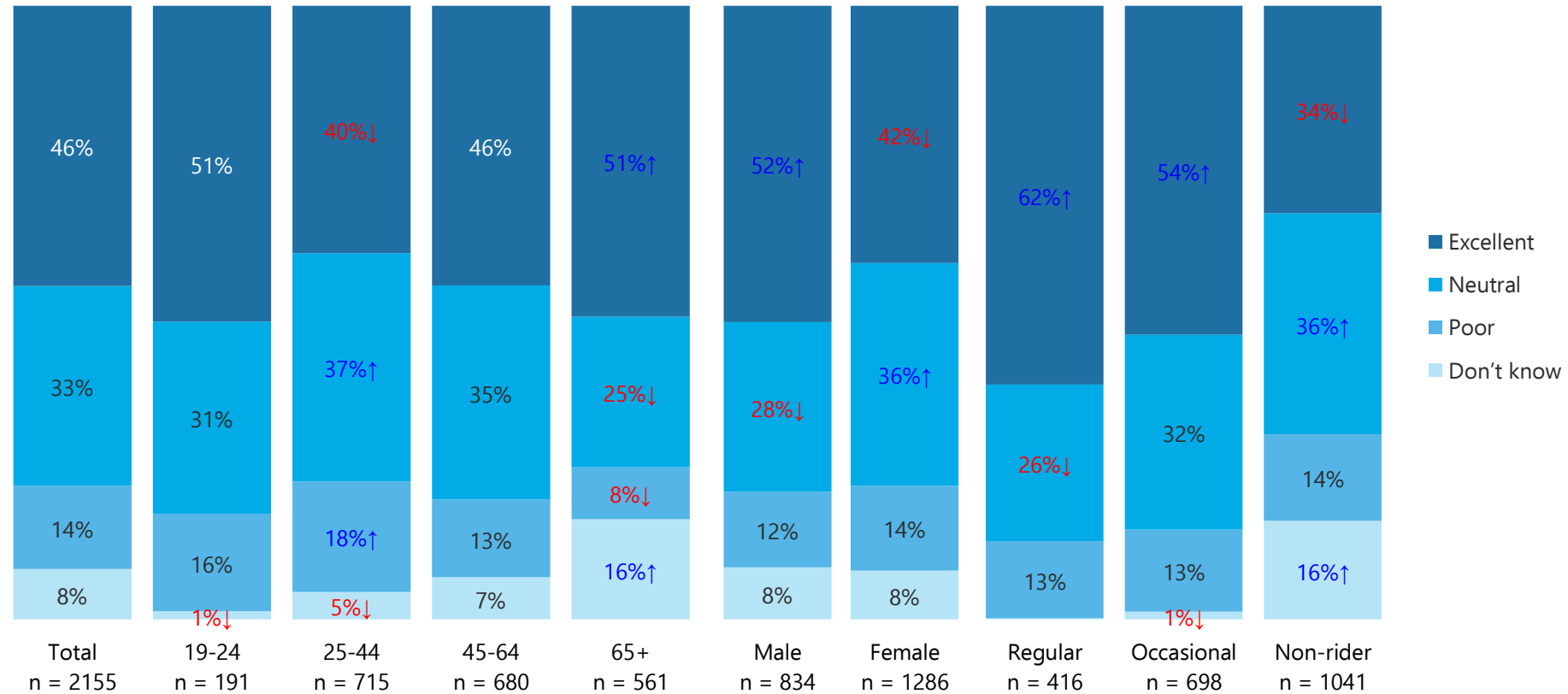
Don't know Poor Neutral Excellent

↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

Overall Transit Experience

Current Reporting Quarter: Q2 2025 (APR - JUN)



↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

Safety in Transit

Current Reporting Quarter: Q2 2025 (APR - JUN)

	Total n = 1113	Victoria CMA n = 411	Central Fraser Valley n = 114	Kamloops n = 74	Kelowna n = 77	Nanaimo n = 70	Prince George n = 67	Whistler n = 25	Chilliwack n = 47	Campbell River n = 20	Comox Valley n = 47	Cowichan Valley n = 29	Penticton n = 39	Vernon n = 33	Tier 3 n = 59
No, I felt safe throughout the trip	74%	76%	70%	68%	62%	74%	76%	86%	72%	67%	77%	62%	86%	76%	80%
Yes, I felt unsafe while travelling to my first stop	6%	5%	7%	9%	7%	3%	7%	7%	7%	16%	6%	13%	0%	9%	0%
Yes, I felt unsafe while waiting to board my first transit vehicle	10%	10%	11%	18%	11%	10%	8%	4%	8%	5%	7%	4%	3%	12%	9%
Yes, I felt unsafe while on-board	9%	10%	15%	10%	9%	3%	4%	7%	11%	5%	10%	12%	8%	0%	5%
Yes, I felt unsafe during a transfer	4%	5%	3%	5%	4%	3%	3%	0%	6%	5%	5%	8%	0%	3%	2%
Yes, I felt unsafe when exiting	3%	4%	4%	4%	1%	0%	3%	0%	2%	5%	3%	8%	3%	0%	2%
Yes, I felt unsafe while travelling to my final destination	4%	4%	5%	7%	4%	4%	1%	0%	5%	11%	5%	12%	3%	6%	2%
Don't know/not sure	5%	3%	6%	4%	12%	9%	7%	3%	6%	12%	7%	9%	6%	0%	2%

Green highlighted cells indicates significantly higher results compared to other regions.
Red highlighted cells indicates significantly lower results compared to other regions.

Q13 During your most recent trip, were there parts of the trip where you felt unsafe?

Safety in Transit

Current Reporting Quarter: Q2 2025 (APR - JUN)

	Total n = 1112	Age				Gender	
		19-24 n = 156	25-44 n = 459	45-64 n = 334	65+ n = 160	Male n = 446	Female n = 644
No, I felt safe throughout the trip	74%	70%	72%	75%	83%	80%	70%
Yes, I felt unsafe while travelling to my first stop	6%	10%	7%	3%	3%	5%	6%
Yes, I felt unsafe while waiting to board my first transit vehicle	10%	15%	9%	11%	6%	7%	12%
Yes, I felt unsafe while on-board	9%	12%	10%	8%	5%	6%	11%
Yes, I felt unsafe during a transfer	4%	5%	5%	4%	3%	3%	5%
Yes, I felt unsafe when exiting	3%	5%	2%	4%	2%	3%	4%
Yes, I felt unsafe while travelling to my final destination	4%	5%	5%	5%	2%	3%	5%
Don't know/not sure	5%	5%	7%	5%	2%	5%	5%

Q13 During your most recent trip, were there parts of the trip where you felt unsafe?

Green highlighted cells indicates significantly higher results compared to other regions.
Red highlighted cells indicates significantly lower results compared to other regions.

NPS Score of Transit

Current Reporting Quarter: Q2 2025 (APR - JUN)

	Total n = 1987	Victoria CMA n = 578	Central Fraser Valley n = 171	Kamloops n = 155	Kelowna n = 150	Nanaimo n = 137	Prince George n = 134	Whistler n = 41	Chilliwack n = 96	Campbell River n = 44	Comox Valley n = 100	Cowichan Valley n = 78	Penticton n = 75	Vernon n = 87	Tier 3 n = 142
Detractors	49%	40%	47%	52%	58%	53%	58%	37%	45%	61%	57%	69%	41%	52%	48%
Passive	13%	15%	15%	13%	13%	12%	10%	8%	14%	14%	15%	7%	10%	9%	17%
Promoters	38%	45%	37%	35%	29%	35%	32%	56%	41%	25%	28%	23%	49%	39%	35%
NPS Score	-11.0	5.3	-10.0	-16.6	-29.1	-17.4	-26.6	19.4	-4.3	-36.4	-29.9	-46.2	7.7	-13.4	-13.0

Q16 How likely are you to recommend BC Transit to a friend or family member using a scale of 0 to 10 where 0 is "not at all likely" and 10 is "extremely likely"?

*Don't know/not sure is excluded from the table

Green highlighted cells indicates significantly higher results compared to other regions.
Red highlighted cells indicates significantly lower results compared to other regions.

NPS Score of Transit

Current Reporting Quarter: Q2 2025 (APR - JUN)

		Age				Gender		Riders		
	Total n = 1987	19-24 n = 185	25-44 n = 680	45-64 n = 624	65+ n = 491	Male n = 775	Female n = 1182	Regular n = 413	Occasional rider n = 679	Non-rider n = 895
Detractors	49%	48%	53%	47%	46%	47%	50%	36%	41%	61%
Passive	13%	19%	12%	12%	15%	14%	13%	12%	13%	14%
Promoters	38%	33%	35%	41%	39%	39%	38%	52%	45%	26%
NPS Score	-11.0	-14.6	-17.6	-5.8	-6.9	-8.4	-12.2	15.8	4.1	-34.7

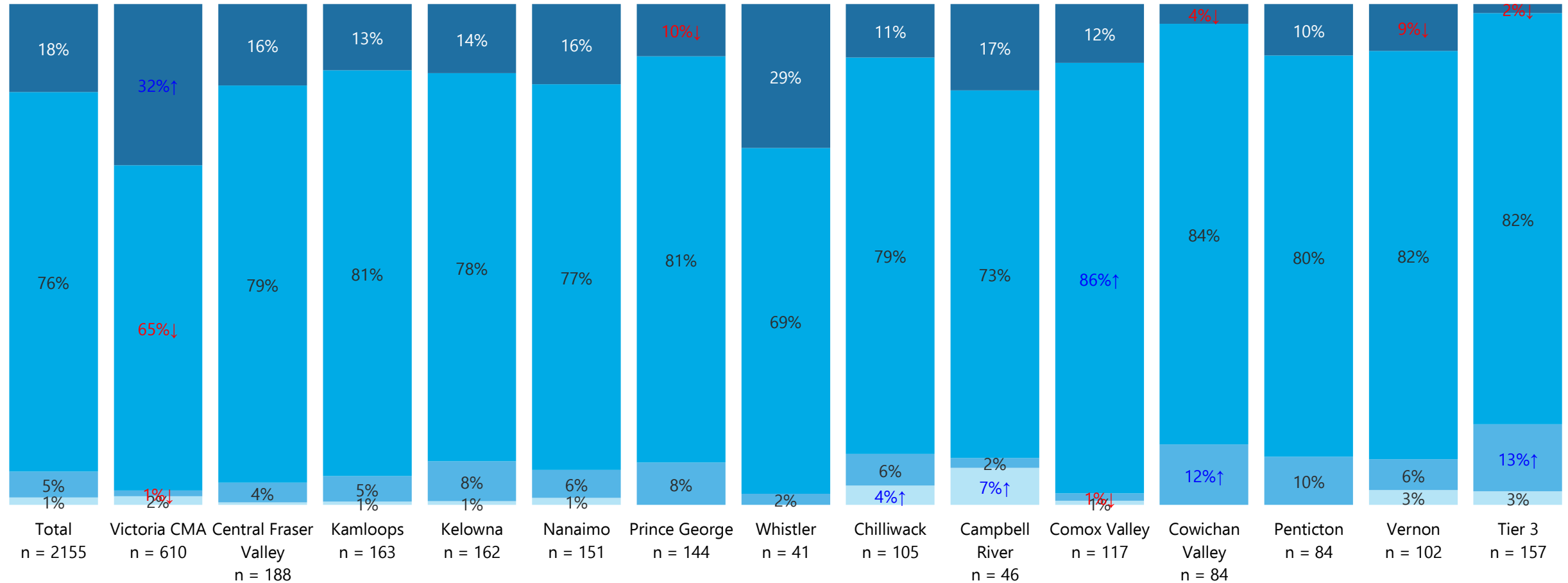
Q16 How likely are you to recommend BC Transit to a friend or family member using a scale of 0 to 10 where 0 is "not at all likely" and 10 is "extremely likely"?

*Don't know/not sure is excluded from the table

Green highlighted cells indicates significantly higher results compared to other regions.
Red highlighted cells indicates significantly lower results compared to other regions.

Awareness of Electronic Fare Collection System (Umo)

Current Reporting Quarter: Q2 2025 (APR - JUN)



Q17 Have you used the new electronic fare system (Umo)?

*Prefer not to answer is excluded from the graph

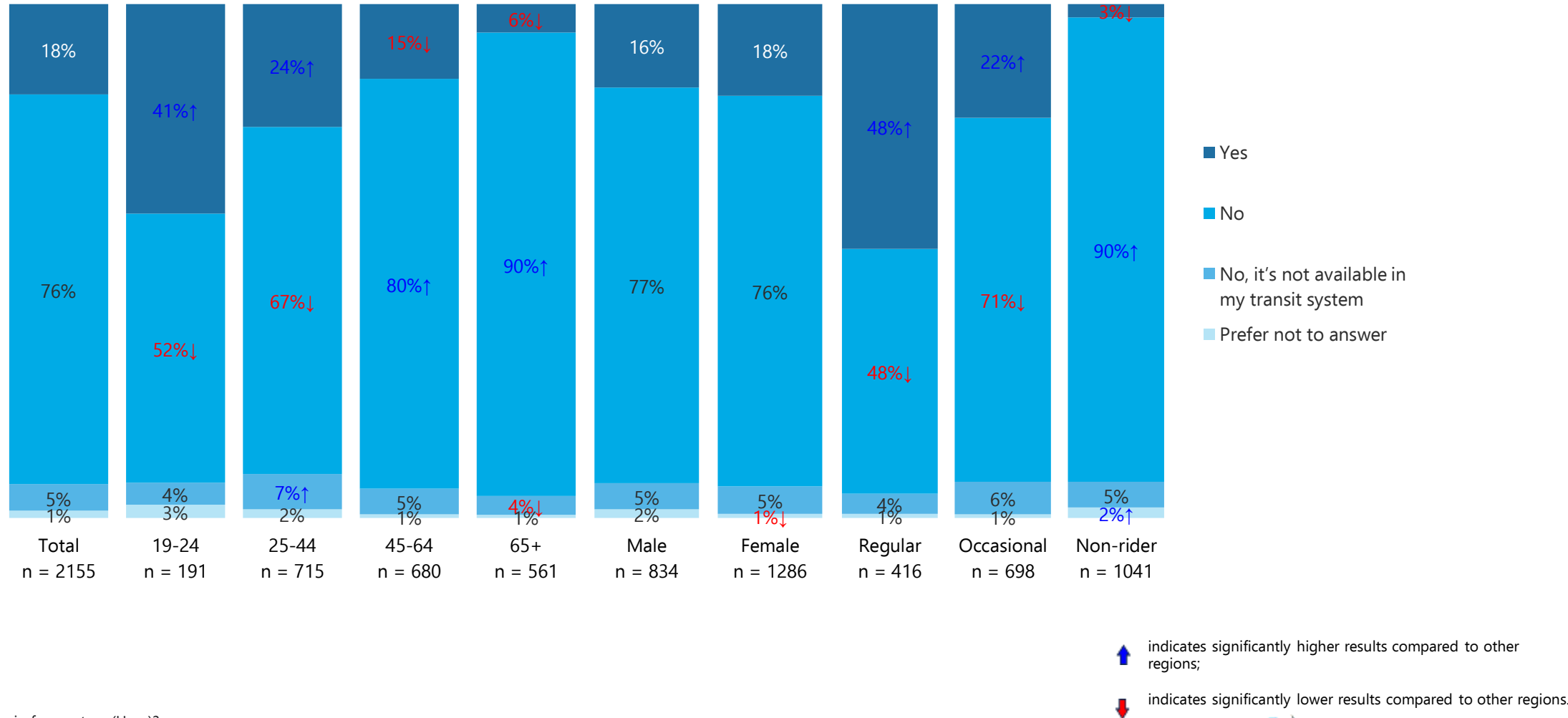
■ Prefer not to answer ■ No, it's not available in my transit system ■ No ■ Yes

↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

Awareness of Electronic Fare Collection System (Umo)

Current Reporting Quarter: Q2 2025 (APR - JUN)

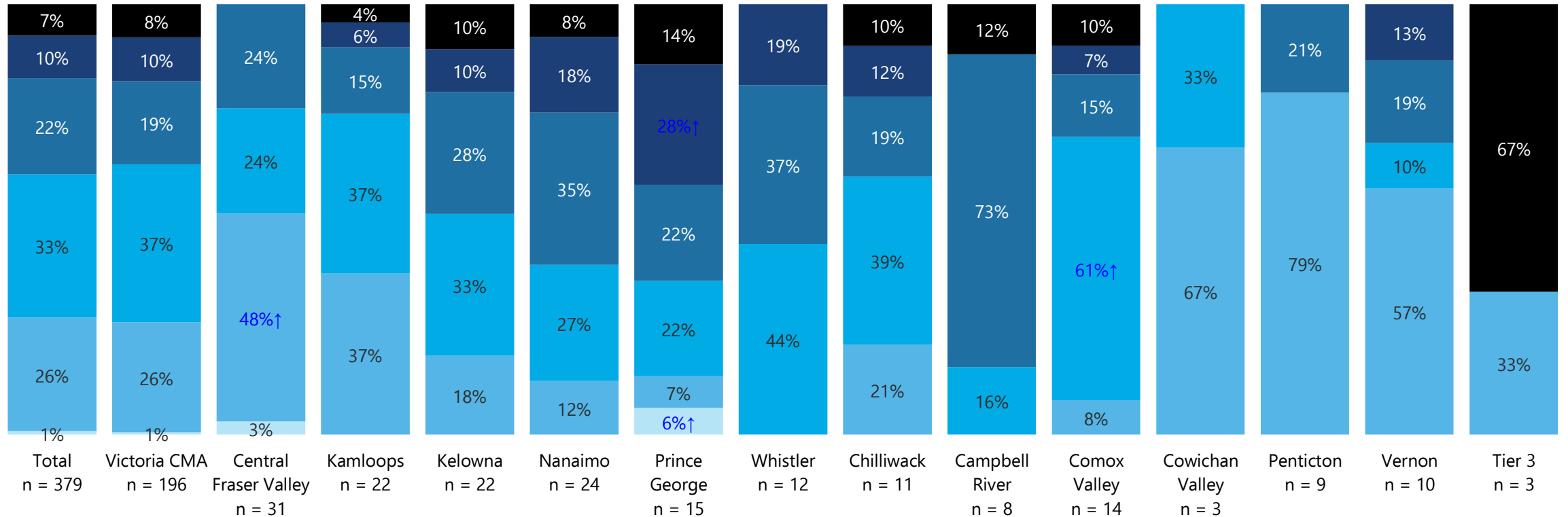


Q17 Have you used the new electronic fare system (Umo)?

*Prefer not to answer is excluded from the graph

Electronic Fare Satisfaction

Current Reporting Quarter: Q2 2025 (APR - JUN)



Don't know/unsure Very satisfied Satisfied Neutral Dissatisfied Very dissatisfied



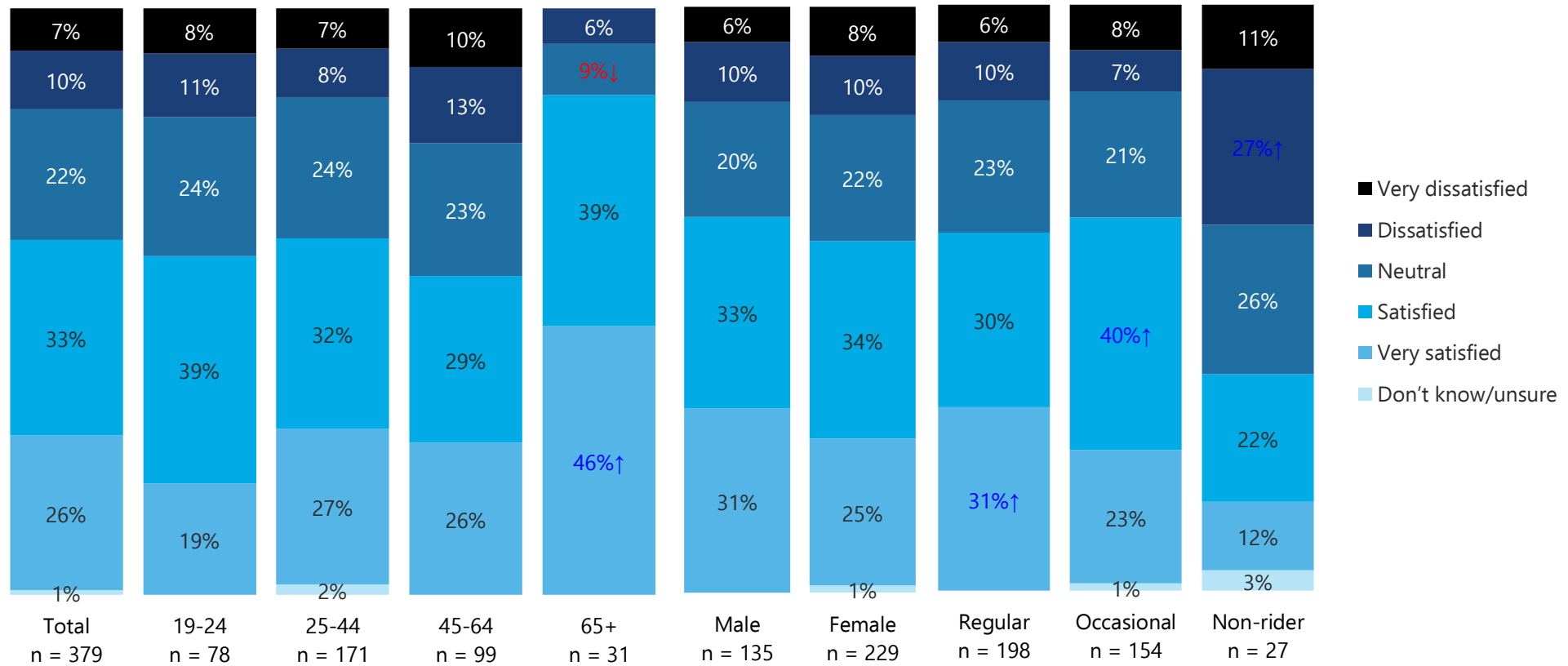
indicates significantly higher results compared to other regions;



indicates significantly lower results compared to other regions.

Electronic Fare Satisfaction

Current Reporting Quarter: Q2 2025 (APR - JUN)



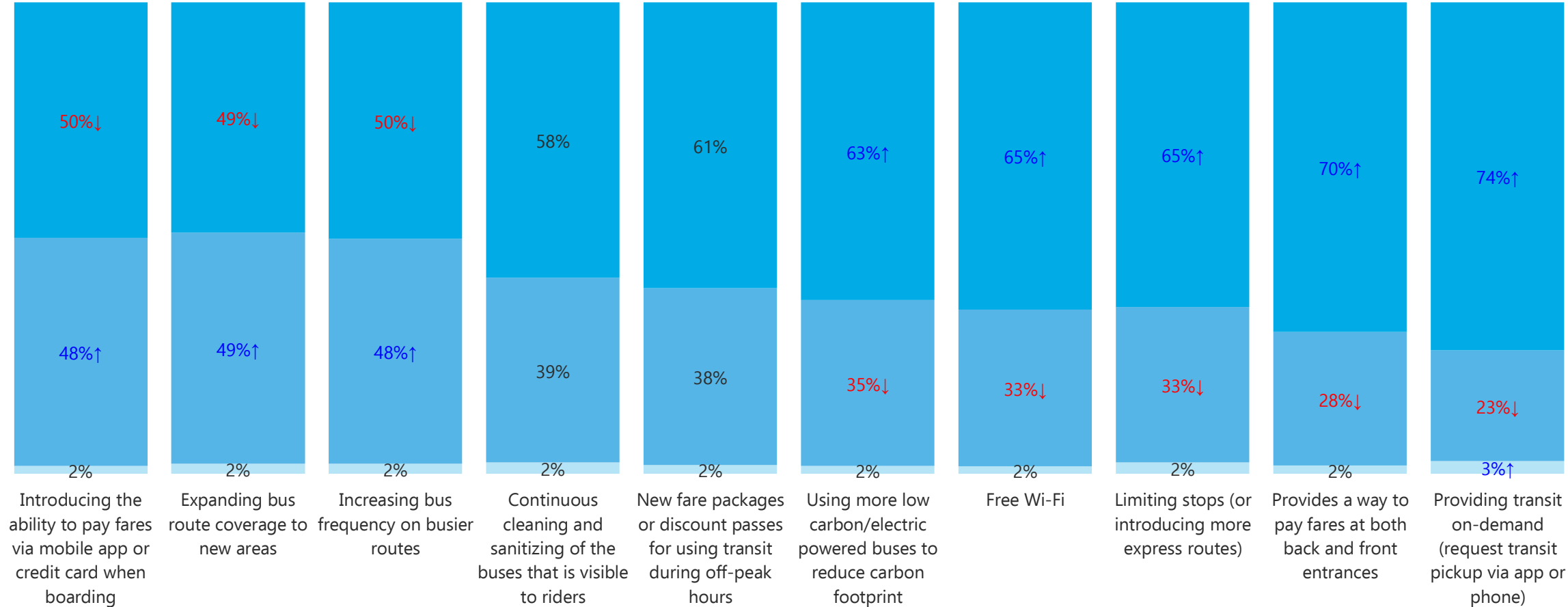
Q18 On a scale of 1 to 5 where 1 is Very dissatisfied and 5 is Very satisfied, how satisfied are you with the new electronic fare system?

↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

Key Improvements to Encourage use of Transit

Current Reporting Quarter: Q2 2025 (APR - JUN)



■ Prefer not to answer ■ Important(8-10) ■ Not Important(0-7)

base n= 2155

Q14 BC Transit is interested in understanding what key improvements they could make to encourage people to use transit more frequently. The following is a list of actions they are considering taking. On a scale of 1 to 10 where 1 is not at all important and 10 is extremely important, please rate how important each item would be in terms of encouraging you to take transit more often.

↑ indicates significantly higher results compared to other regions;
↓ indicates significantly lower results compared to other regions.

Key Improvements to Encourage use of Transit

Current Reporting Quarter: Q2 2025 (APR - JUN)

Average		Age				Gender		Riders		
	Total n = 2054	19-24 n = 188	25-44 n = 687	45-64 n = 648	65+ n = 525	Male n = 790	Female n = 1235	Regular n = 408	Occasional rider n = 682	Non-rider n = 964
Continuous cleaning and sanitizing of the buses that is visible to riders	6.5	6.6	6.5	6.5	6.5	6.2	6.7	6.7	6.5	6.5
Expanding bus route coverage to new areas	7.0	6.6	7.1	7.1	7.0	6.8	7.2	7.2	7.0	6.9
Increasing bus frequency on busier routes	7.1	6.6	7.0	7.1	7.2	6.9	7.1	7.5	7.1	6.9
Providing transit on-demand (request transit pickup via app or phone)	5.2	5.3	5.3	5.2	4.9	5.1	5.3	5.3	5.1	5.1
Limiting stops (or introducing more express routes)	6.1	5.4	6.1	6.3	6.3	6.0	6.3	6.2	6.1	6.1
Provides a way to pay fares at both back and front entrances	5.4	6.0	5.7	5.2	5.0	5.4	5.5	5.4	5.4	5.4
Introducing the ability to pay fares via mobile app or credit card when boarding	6.9	6.9	7.1	6.7	6.7	6.7	7.0	6.7	6.8	6.9
Using more low carbon/electric powered buses to reduce carbon footprint	5.9	6.2	5.9	5.8	6.1	5.7	6.1	6.4	5.9	5.8
Free Wi-Fi	5.7	6.4	5.9	5.7	5.1	5.6	5.7	6.2	5.8	5.3
New fare packages or discount passes for using transit during off-peak hours	6.4	6.3	6.3	6.4	6.5	6.2	6.5	6.6	6.4	6.3

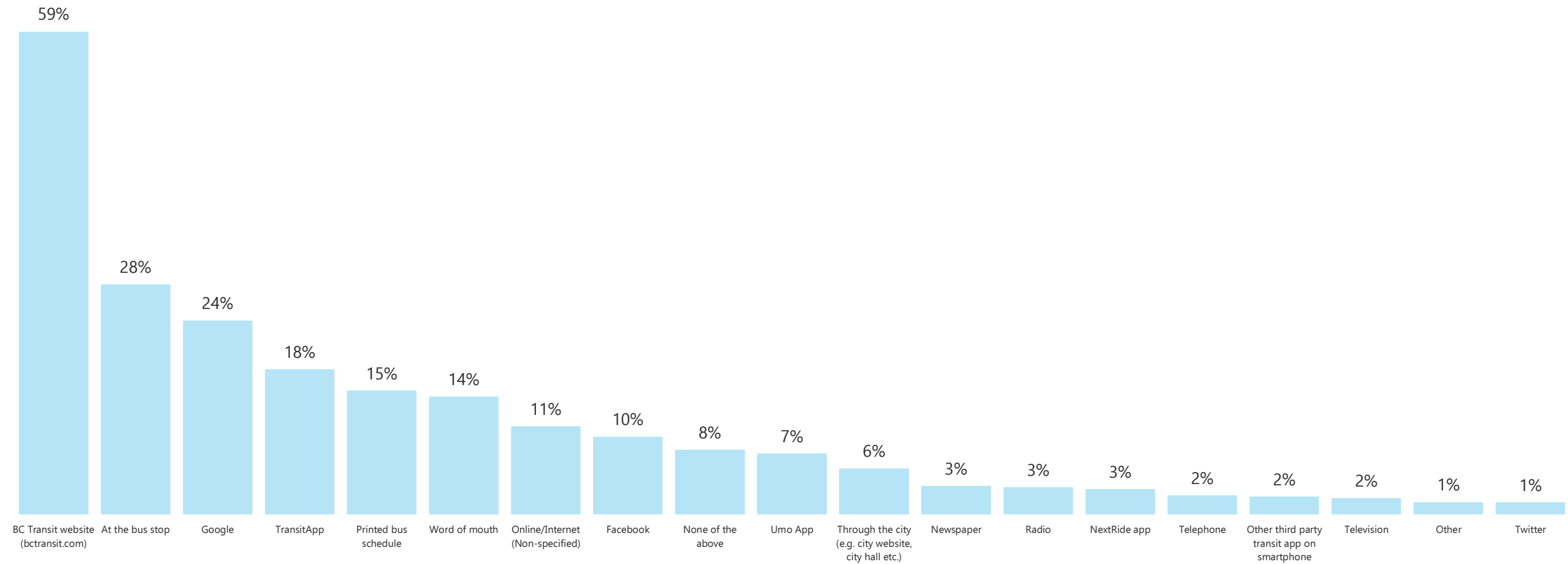
Q14 BC Transit is interested in understanding what key improvements they could make to encourage people to use transit more frequently. The following is a list of actions they are considering taking. On a scale of 1 to 10 where 1 is not at all important and 10 is extremely important, please rate how important each item would be in terms of encouraging you to take transit more often.

*Prefer not to answer is excluded from the graph and calculation.

Green highlighted cells indicates significantly higher results compared to other regions.
Red highlighted cells indicates significantly lower results compared to other regions.

Source of Information on Local Transit

Current Reporting Quarter: Q2 2025 (APR - JUN)



base n= 2155

Q15 Where do you typically get information about your local transit system?

↑ indicates significantly higher results compared to other regions;
↓ indicates significantly lower results compared to other regions.

Commonly Accessed Transit Information

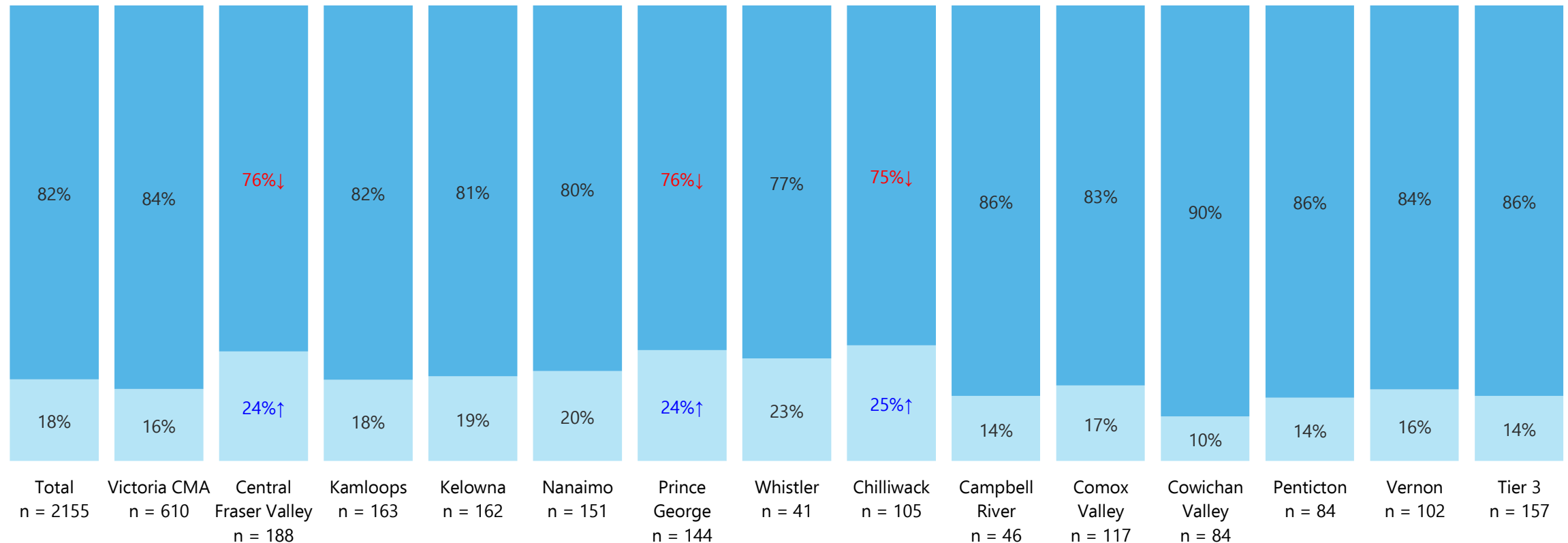
Current Reporting Quarter: Q2 2025 (APR - JUN)

	Total n = 2071	Victoria CMA n = 610	Central Fraser Valley n = 188	Kamloops n = 163	Kelowna n = 162	Nanaimo n = 151	Prince George n = 144	Whistler n = 36	Chilliwack n = 105	Campbell River n = 34	Comox Valley n = 91	Cowichan Valley n = 44	Penticton n = 84	Vernon n = 102	Tier 3 n = 157
Bus schedules or departure times	83%	86%	81%	81%	81%	89%	79%	92%	83%	74%	73%	80%	82%	76%	82%
Service delays or alerts	28%	34%	31%	34%	24%	28%	25%	30%	32%	21%	14%	33%	12%	21%	23%
Fare prices or passes	35%	30%	38%	37%	31%	40%	36%	45%	40%	29%	31%	36%	38%	37%	39%
Route maps	48%	49%	47%	50%	49%	50%	49%	45%	50%	39%	48%	34%	46%	55%	47%
Trip planning or directions	28%	39%	31%	20%	24%	30%	20%	20%	30%	11%	20%	25%	31%	24%	14%
Real-time bus location updates	24%	32%	26%	23%	23%	22%	15%	20%	25%	17%	16%	30%	18%	20%	15%
Service changes or detours	14%	18%	16%	12%	11%	12%	13%	14%	20%	14%	7%	13%	10%	13%	10%
Holiday or weekend schedules	25%	25%	26%	19%	19%	21%	28%	26%	31%	23%	20%	29%	29%	29%	24%
Accessibility information (e.g., wheelchair access)	5%	4%	7%	4%	6%	3%	6%	0%	8%	3%	4%	13%	10%	8%	4%
News or announcements from the transit agency	8%	9%	8%	5%	9%	6%	6%	3%	11%	9%	7%	9%	4%	5%	9%
Other	1%	0%	1%	1%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	2%
None of the above	10%	7%	8%	7%	14%	10%	11%	3%	11%	14%	17%	9%	8%	19%	12%

Green highlighted cells indicates significantly higher results compared to other regions.
Red highlighted cells indicates significantly lower results compared to other regions.

Taking Care of Children Aged 12 and Under

Current Reporting Quarter: Q2 2025 (APR - JUN)



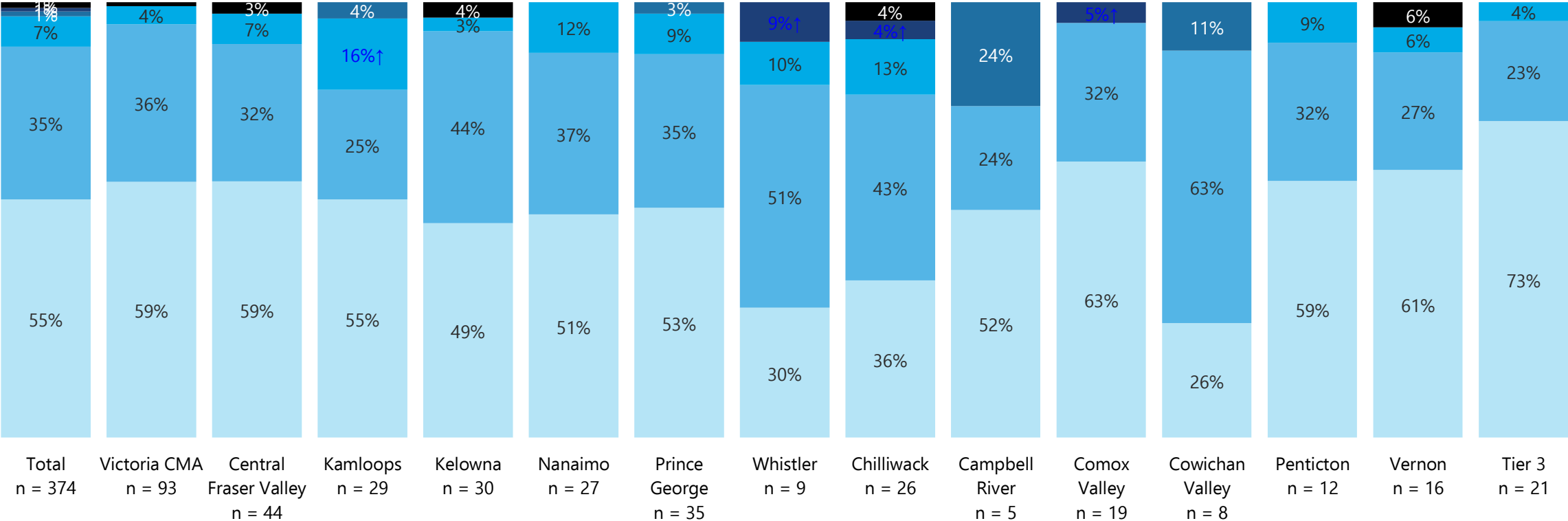
Yes No

↑ indicates significantly higher results compared to other regions;
↓ indicates significantly lower results compared to other regions.

X1 Are you taking care of children aged 12 and under (including anyone responsible for childcare e.g. parent, guardian, childcare provider, etc.)?

Average Number of Children Aged 12 and Under

Current Reporting Quarter: Q2 2025 (APR - JUN)



1 2 3 4 5 More than 5

↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

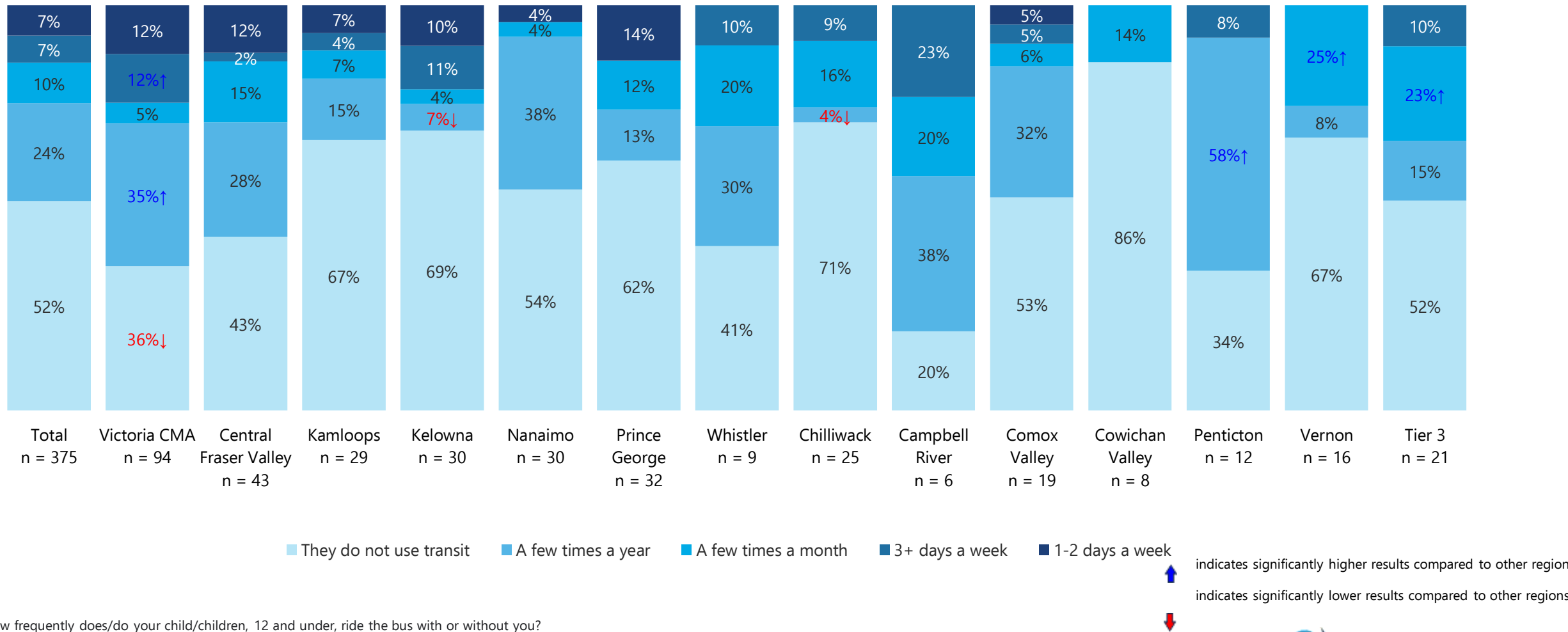


X2 How many children, age 12 and under, are in your care?

*Prefer not to answer is excluded from the graph and calculation

Frequency of Riding the Bus by Children 12 and Under

Current Reporting Quarter: Q2 2025 (APR - JUN)

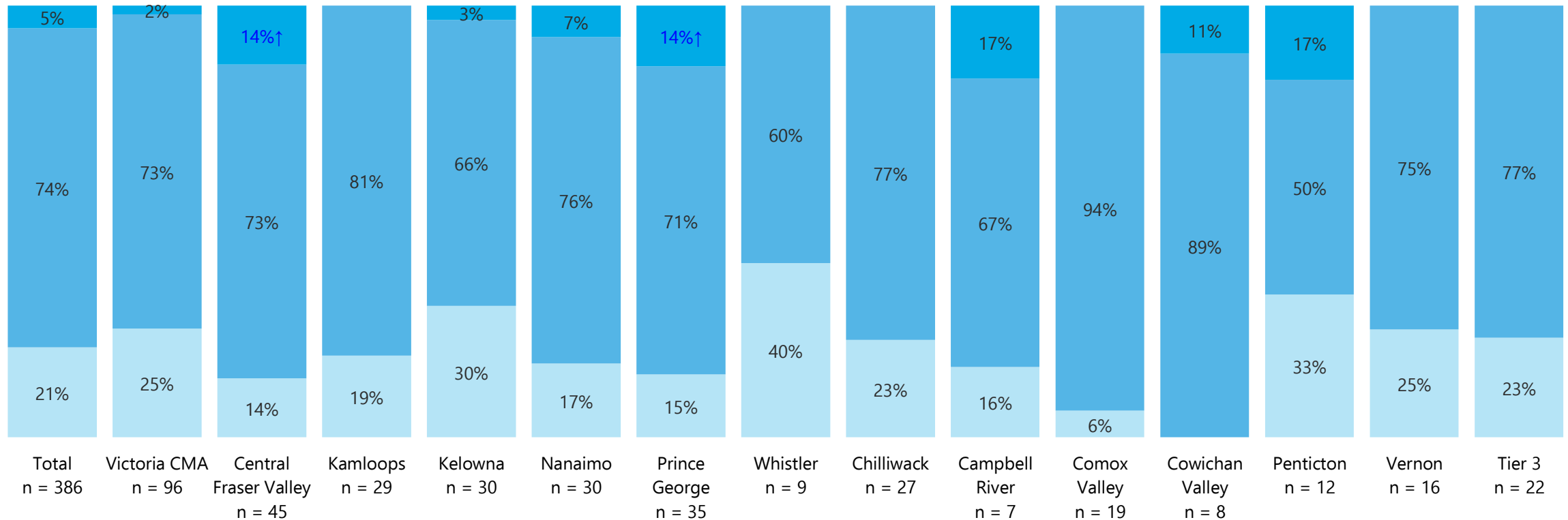


X3 How frequently does/do your child/children, 12 and under, ride the bus with or without you?

*Prefer not to answer is excluded from the graph and calculation

Impact of Free Transit on Transit Usage for Children 12 and Under

Current Reporting Quarter: Q2 2025 (APR - JUN)



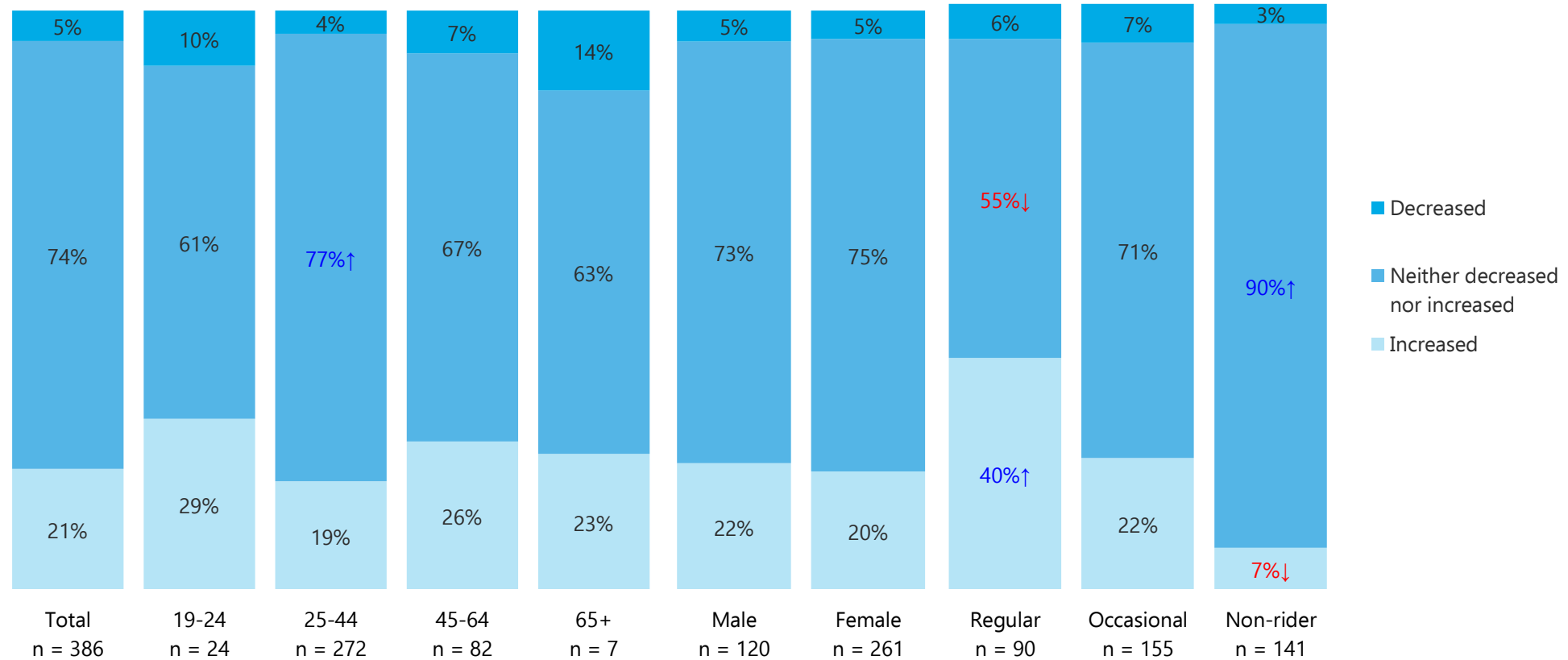
■ Increased
 ■ Neither decreased nor increased
 ■ Decreased

↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

Impact of Free Transit on Transit Usage for Children 12 and Under

Current Reporting Quarter: Q2 2025 (APR - JUN)



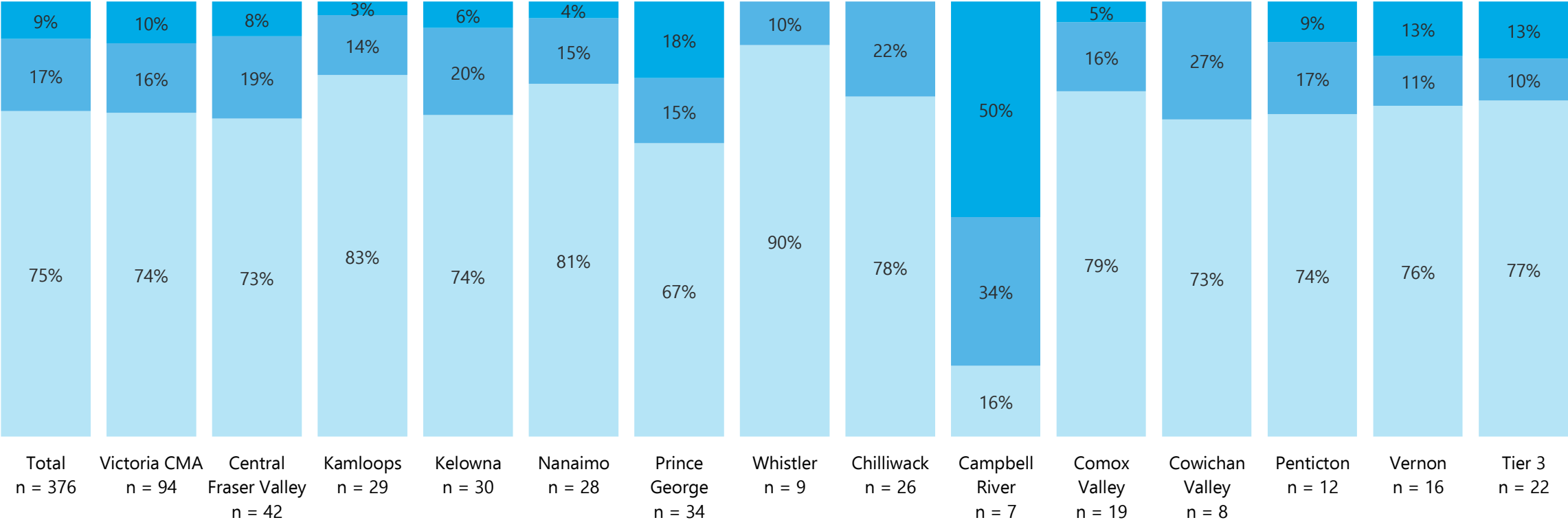
X4 To what extent has the implementation of the Free Transit for Children 12 and Under program, impacted the frequency with which your child/children uses public transit?

↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

Importance of Free Transit for Children 12 and Under

Current Reporting Quarter: Q2 2025 (APR - JUN)



■ Important ■ Neutral ■ Not important

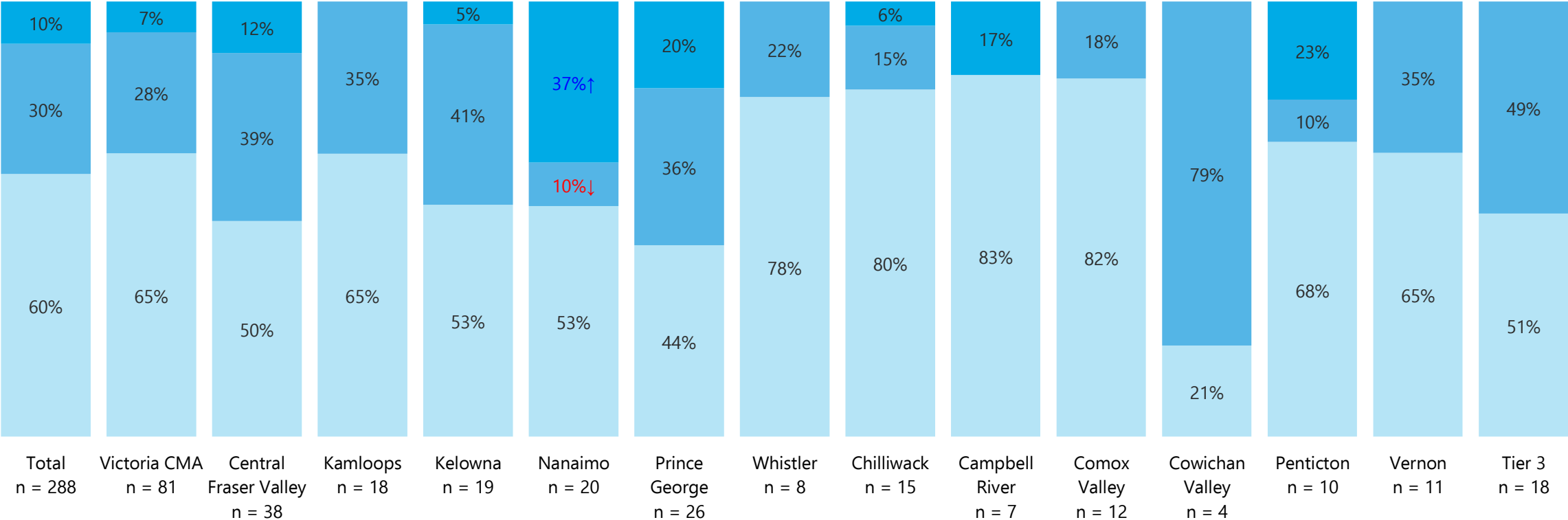
↑ indicates significantly higher results compared to other regions
↓ indicates significantly lower results compared to other regions.

X5 How important do you think the Free Transit for Children 12 and Under program is to your community?

*Don't know is excluded from the graph and calculation

Satisfaction of Free Transit for Children 12 and Under

Current Reporting Quarter: Q2 2025 (APR - JUN)



■ Satisfied ■ Neutral ■ Dissatisfied

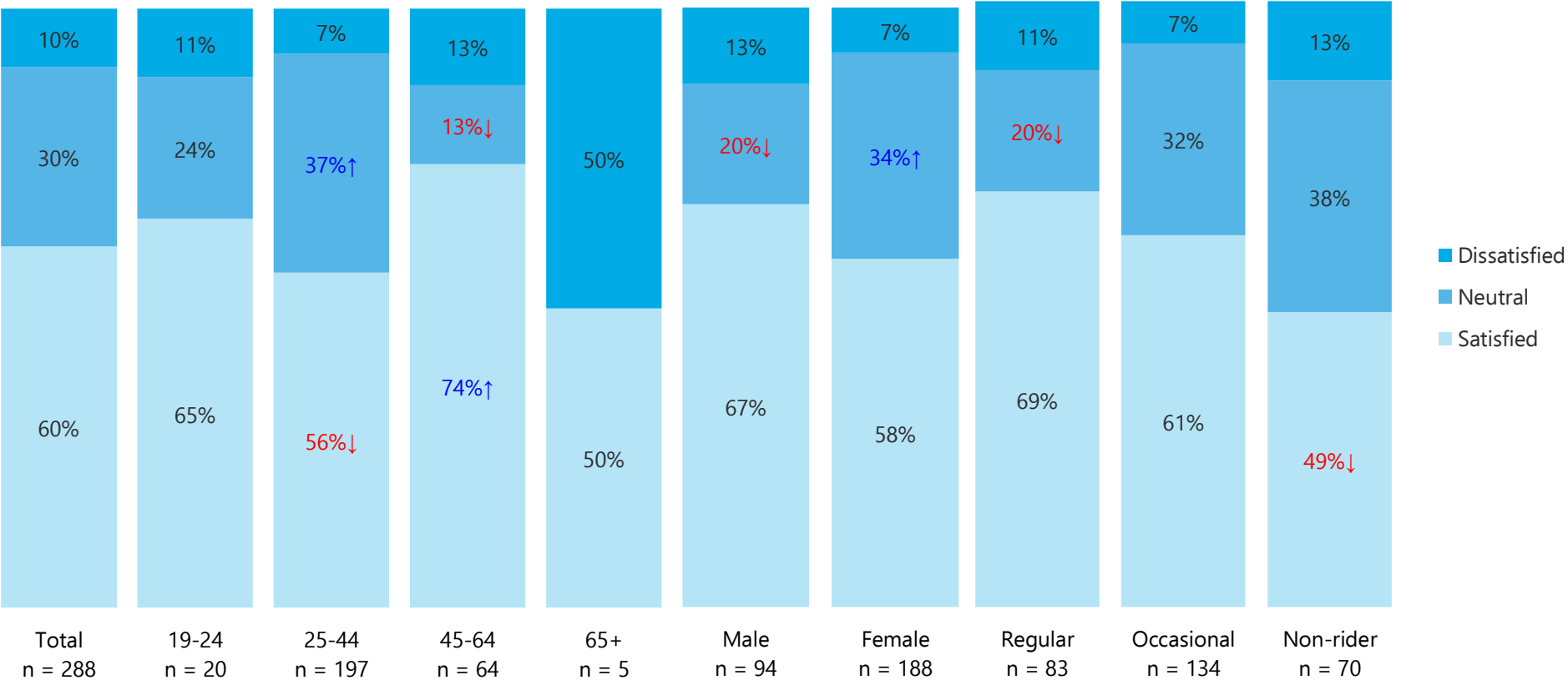
↑ indicates significantly higher results compared to other regions;
↓ indicates significantly lower results compared to other regions.

X6 How satisfied were you with the service your child/children experienced while taking transit?

*Don't know is excluded from the graph and calculation

Satisfaction of Free Transit for Children 12 and Under

Current Reporting Quarter: Q2 2025 (APR - JUN)



X6 How satisfied were you with the service your child/children experienced while taking transit?
*Don't know is excluded from the graph and calculation

Demographics

Current Reporting Quarter: Q2 2025 (APR - JUN)

Household Income	%
Less than \$20,000	10%
\$20,000 - \$29,999	10%
\$30,000 - \$39,999	8%
\$40,000 - \$49,999	8%
\$50,000 - \$59,999	10%
\$60,000 - \$69,999	7%
\$70,000 - \$99,999	17%
\$100,000 - \$149,999	16%
\$150,000 or more	8%
Prefer not to answer	7%

Age	%
19-24	9%
25-34	15%
35-44	18%
45-54	15%
55-64	16%
65 and older	26%
Prefer not to answer	0%

Gender	%
Male	39%
Female	60%
Nonbinary	1%
Two-spirit	0%
Another gender not listed above	0%
Prefer not to answer	0%

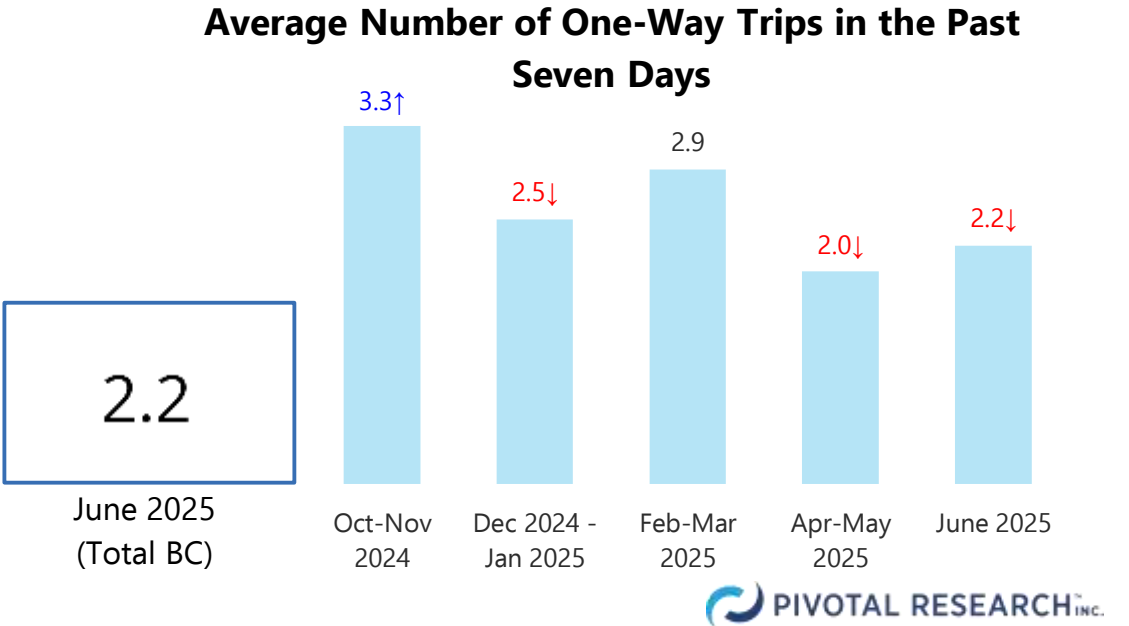
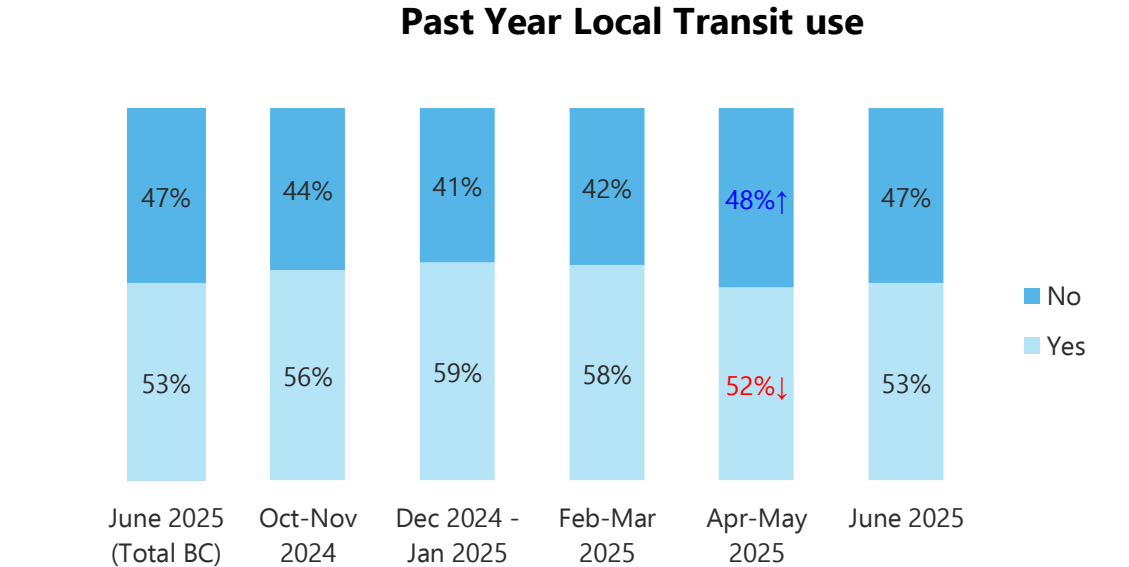
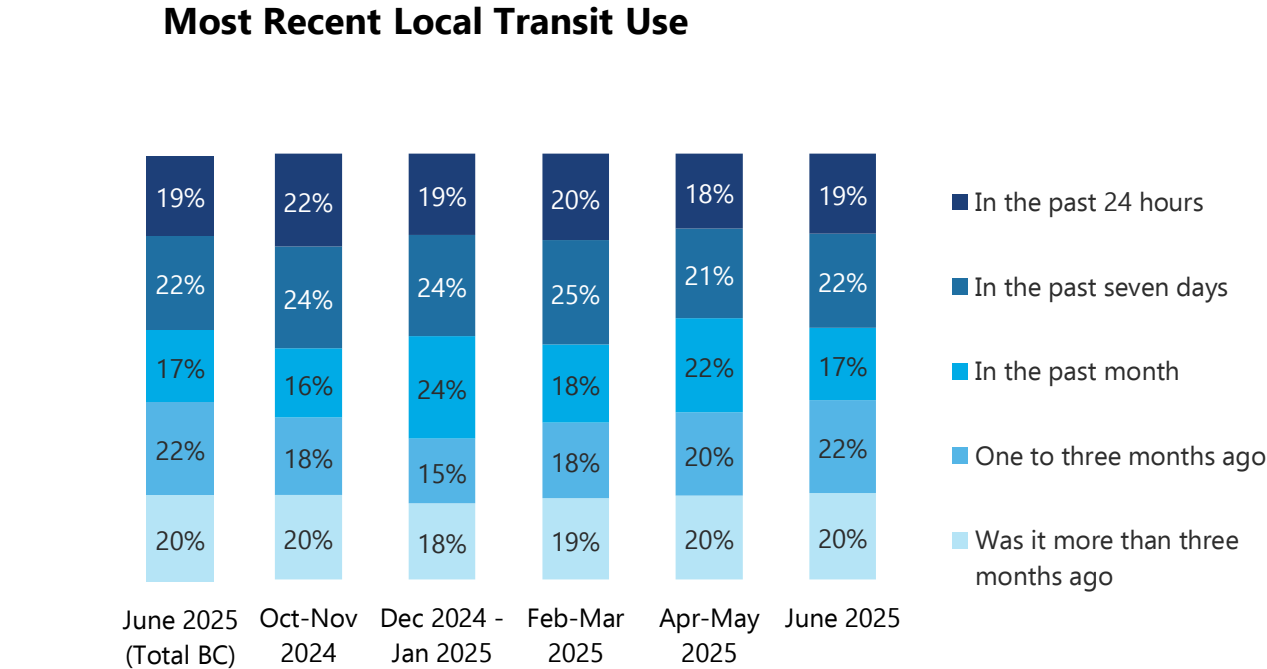
Employment	%
Employed full time (30 hours or more per week)	39%
Employed part time (less than 30 hours per week)	16%
Unable to work	7%
Unemployed	6%
Stay at home parent	4%
Retired	26%
Prefer not to answer	2%

Minority Group	%
Racialized minority	7%
Persons with disabilities (including physical and/or mental health disability)	24%
Indigenous (as defined in Canada as First Nations, Métis or Inuit)	8%
New to Canada (less than 1 year)	1%
LGBTQ2S+	7%
None of the above	57%
Prefer not to answer	3%

Student	%
Not currently a student	90%
Yes, High school student	1%
Yes, Full time postsecondary student	3%
Yes, Part time postsecondary student	2%
Yes, Student in vocational college	1%
Prefer not to answer	3%

Bi-Monthly Reporting Regions

Responsibility for Local Transit System						
	Oct-Nov 2024	Dec 2024 - Jan 2025	Feb-Mar 2025	Apr-May 2025	June 2025	June 2025 (Total BC)
BC Transit	81%	81%	80%	80%	84%	84%
Local/municipal government	25%	29%	25%	24%	22%	22%
TransLink	13%	12%	13%	13%	8%	8%
Other	2%	1%	1%	2%	1%	1%
Don't know	5%	5%	5%	6%	5%	5%

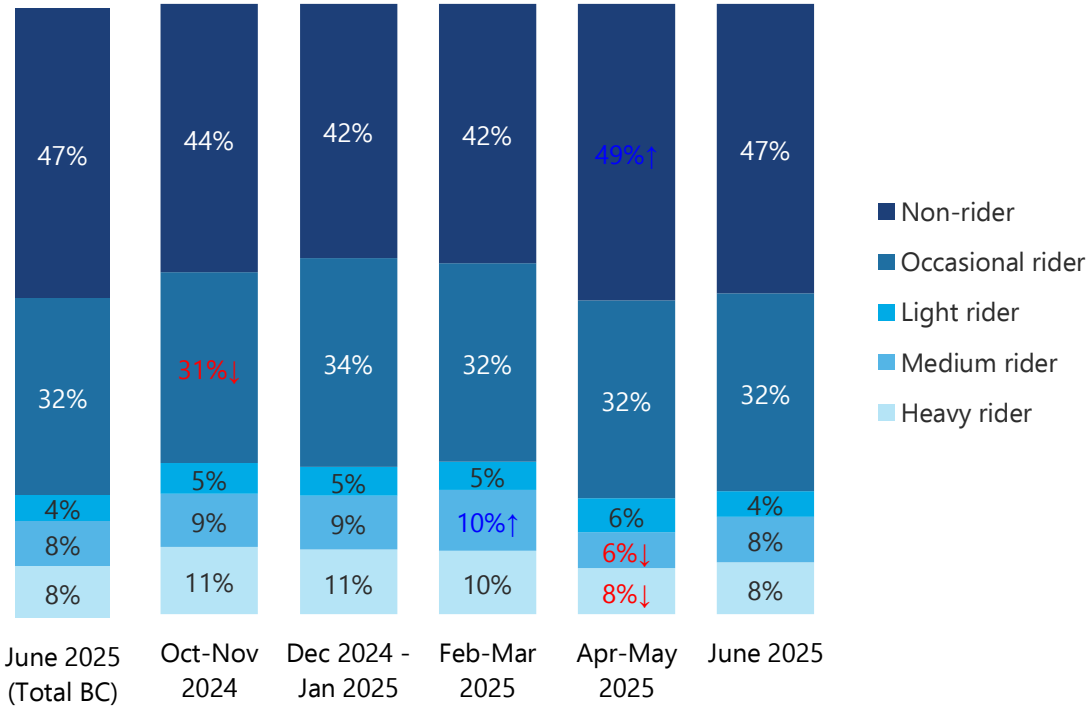


Choose the region:

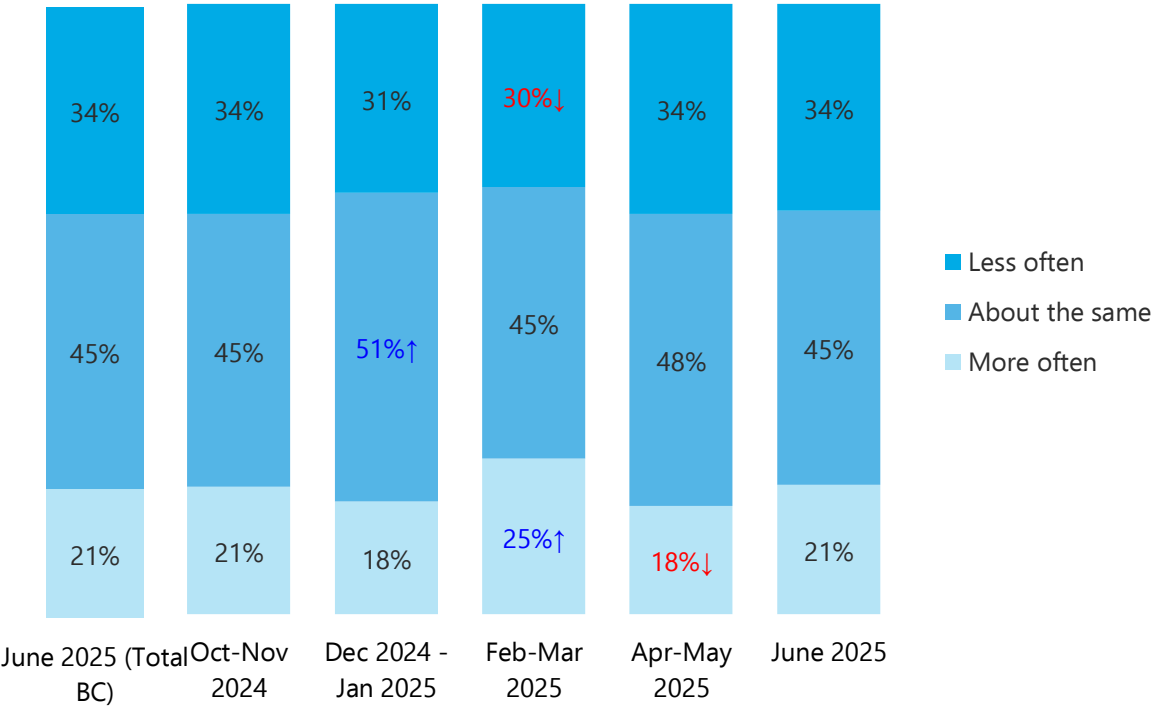
(All)

Trends

Rider Usage Group



Past Year Change in Local Bus System Use
(Among Past Year Riders)



Choose the region:

(All)

Trends

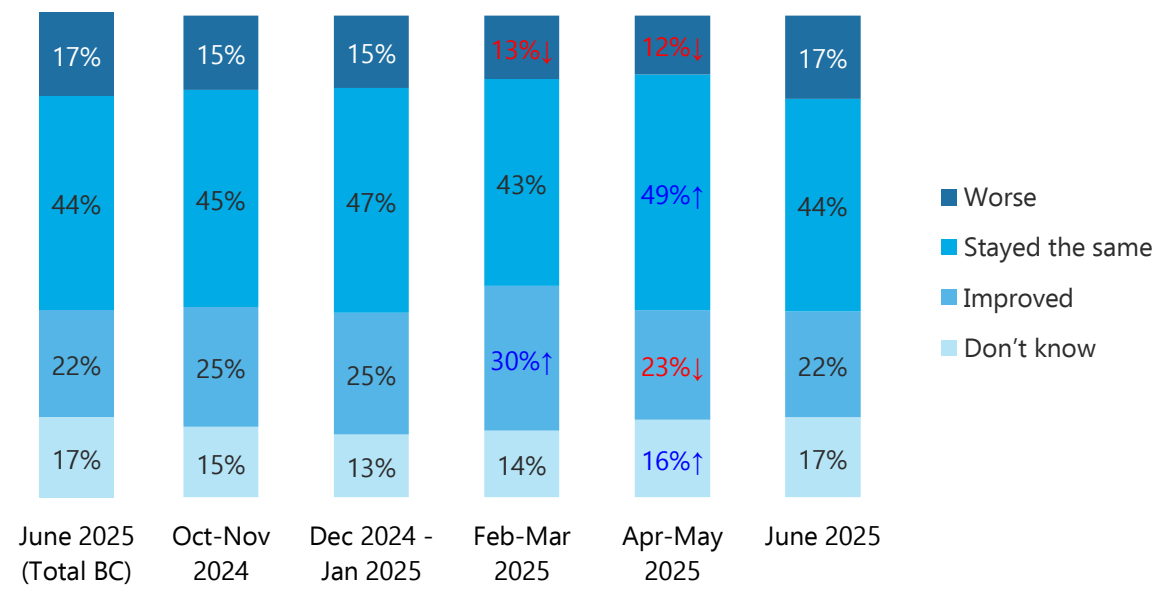
Modes of Transportation Used More Often

	Oct-Nov 2024	Dec 2024 - Jan 2025	Feb-Mar 2025	Apr-May 2025	June 2025	June 2025 (Total BC)
Drive alone (car/truck)	55%	56%	59%	56%	57%	57%
Carpool or share a ride as driver	12%	10%	12%	12%	7%	7%
Carpool or share a ride as passenger	20%	18%	18%	20%	17%	17%
Taxi	12%	14%	9%	10%	8%	8%
Bicycle	14%	14%	11%	10%	14%	14%
Motorcycle/moped/scooter	5%	6%	2%	6%	10%	10%
Walking/rollerblading/skateboarding/jogging	29%	20%	19%	17%	21%	21%
Ride share (e.g. Uber, Lyft, etc.)	10%	8%	11%	13%	14%	14%
Other	6%	6%	8%	8%	5%	5%
Don't know	0%	0%	1%	0%	0%	0%

Modes of Transportation Used Less Often

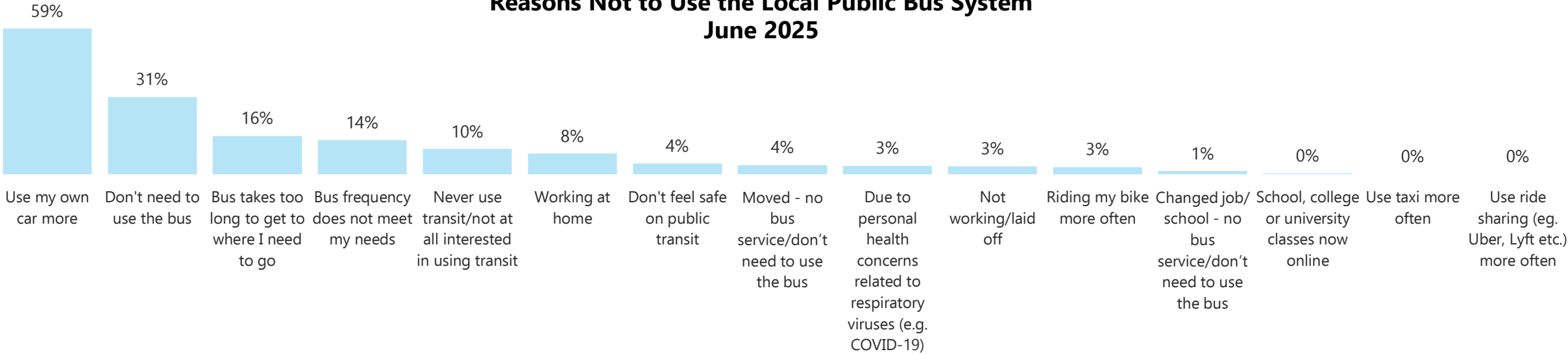
	Oct-Nov 2024	Dec 2024 - Jan 2025	Feb-Mar 2025	Apr-May 2025	June 2025	June 2025 (Total BC)
Drive alone (car/truck)	55%	45%	46%	52%	60%	60%
Carpool or share a ride as driver	17%	14%	13%	12%	19%	19%
Carpool or share a ride as passenger	22%	24%	17%	18%	14%	14%
Taxi	36%	32%	39%	24%	22%	22%
Bicycle	16%	12%	22%	10%	6%	6%
Motorcycle/moped/scooter	7%	6%	11%	2%	4%	4%
Walking/rollerblading/skateboarding/jogging	28%	25%	14%	15%	16%	16%
Ride share (e.g. Uber, Lyft, etc.)	21%	26%	18%	22%	18%	18%
Other	1%	3%	2%	5%	9%	9%
Don't know	3%	2%	1%	3%	2%	2%

Past Year Change in Local Bus System

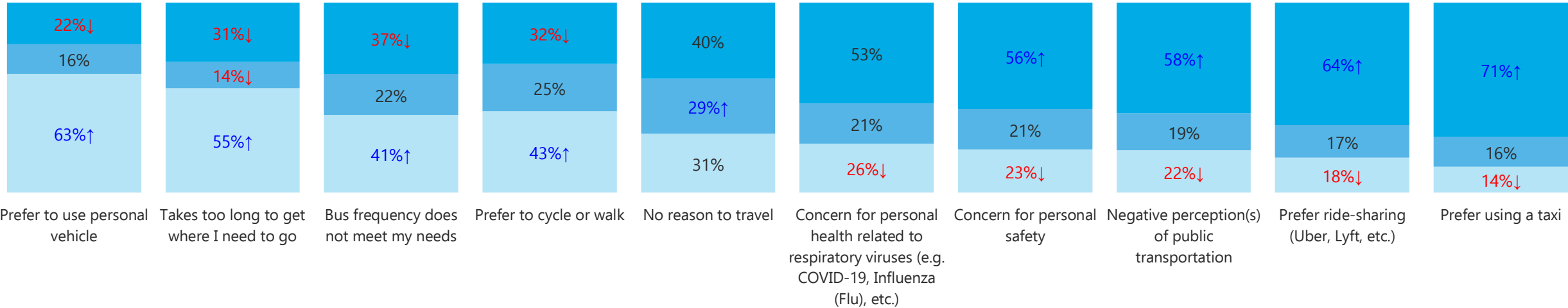


	Oct-Nov 2024	Dec 2024 - Jan 2025	Feb-Mar 2025	Apr-May 2025	June 2025	June 2025 (Total BC)
Fare prices are reasonable	50%	52%	51%	50%	42%	42%
Bus drivers are courteous	59%	64%	61%	63%	63%	63%
Frequency of scheduled service	35%	39%	41%	37%	33%	33%
Buses run on time/on schedule	46%	53%	50%	49%	51%	51%
Buses are clean/well-maintained	53%	60%	55%	54%	57%	57%
Availability and accuracy of schedule information	48%	52%	52%	50%	51%	51%
Buses not being overcrowded	47%	49%	48%	47%	45%	45%
Buses have a direct route	38%	41%	44%	38%	40%	40%
Bus fare payment options are convenient and easy to use	51%	53%	53%	51%	50%	50%
Buses have good connections with reasonable wait times	33%	38%	38%	35%	37%	37%
Bus stops have enough amenities such as shelters, benches, information and trash cans	32%	37%	35%	32%	30%	30%
Bus stops are clean and well maintained	39%	45%	42%	42%	45%	45%
Trip duration, that is the time from when you boarded to the time you got off the bus	40%	45%	45%	41%	39%	39%
Sense of safety and security	45%	48%	46%	46%	48%	48%
Overall	44%	50%	52%	46%	45%	45%

Reasons Not to Use the Local Public Bus System
June 2025



Likelihood of Reasons to not use Public Transportation



Q5A What was the main purpose of your trip, the last time you used the local public bus system?

Agree Neither Agree nor Disagree Disagree

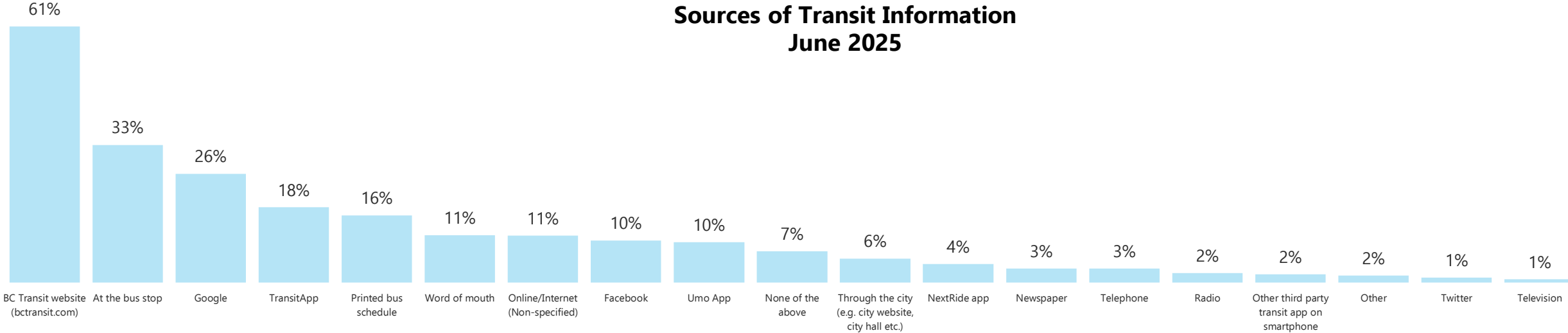
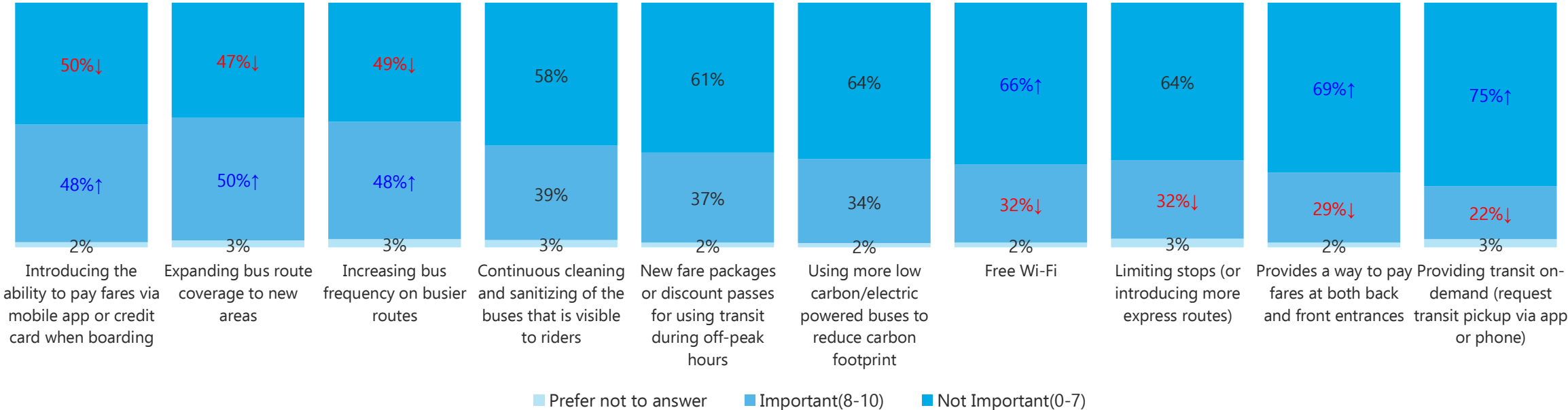
Green highlighted cells indicates significantly higher results compared to other regions.
Red highlighted cells indicates significantly lower results compared to other regions.

Choose the region:

(All)

Trends

Key Improvements to Encourage Use of Transit June 2025

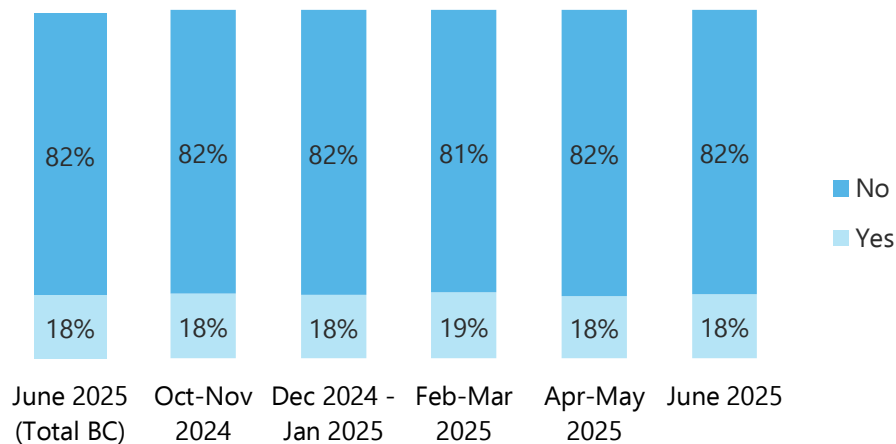


Choose the region:

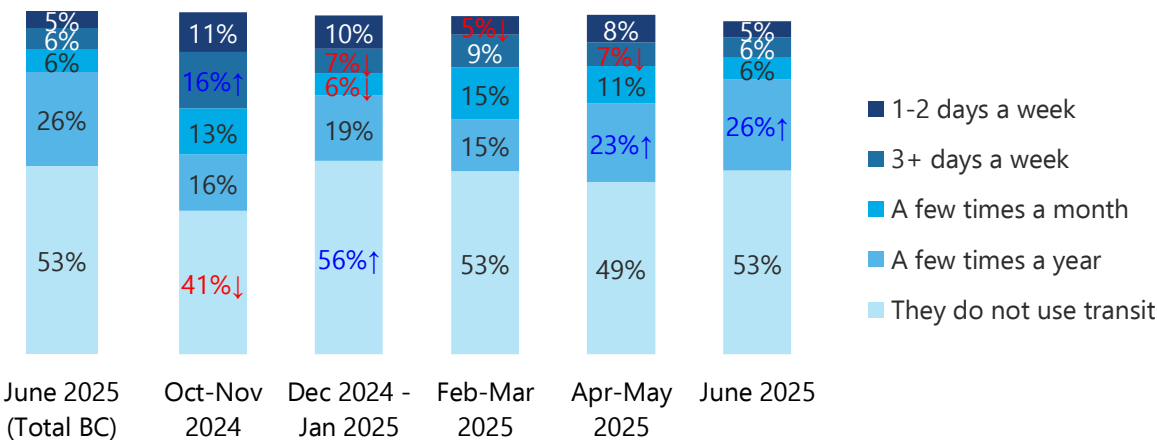
(All)

Trends

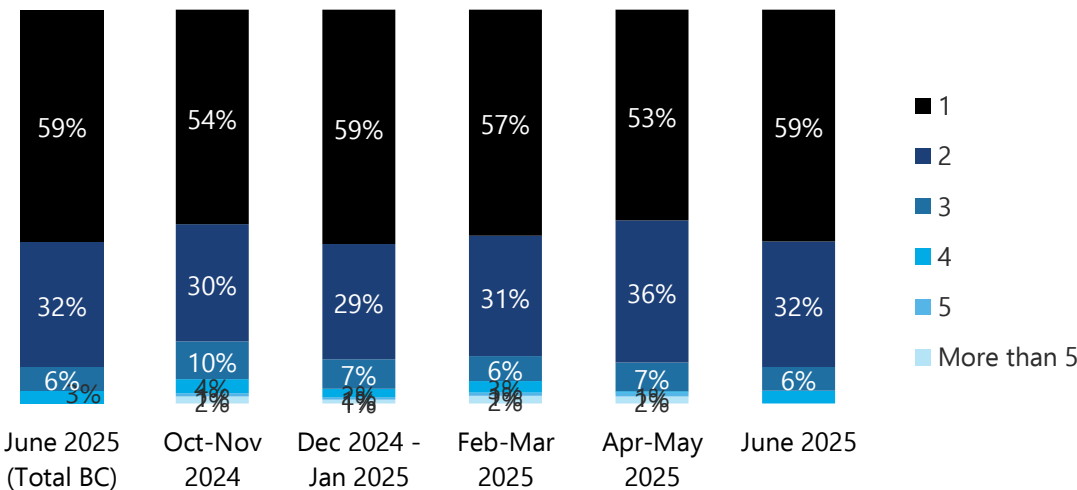
Taking Care of Children Aged 12 and Under



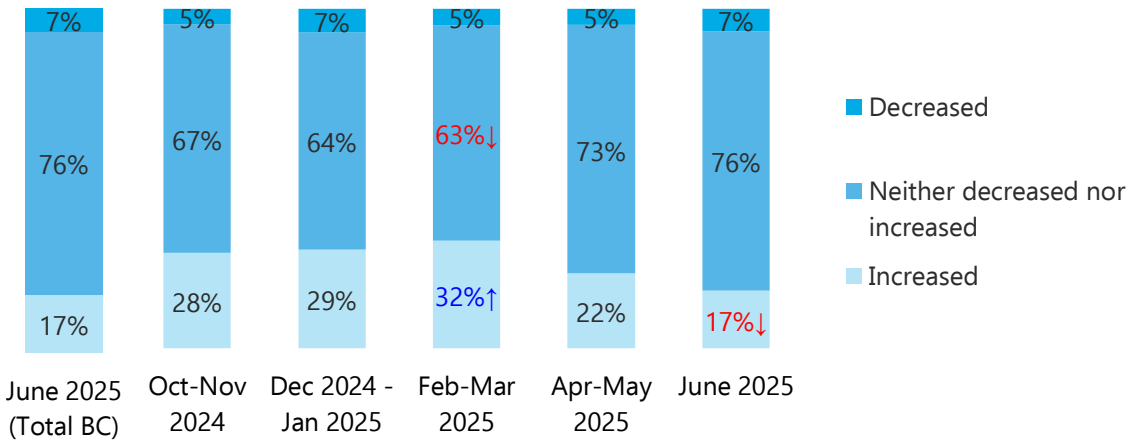
Frequency of Riding the Bus by Children 12 and Under



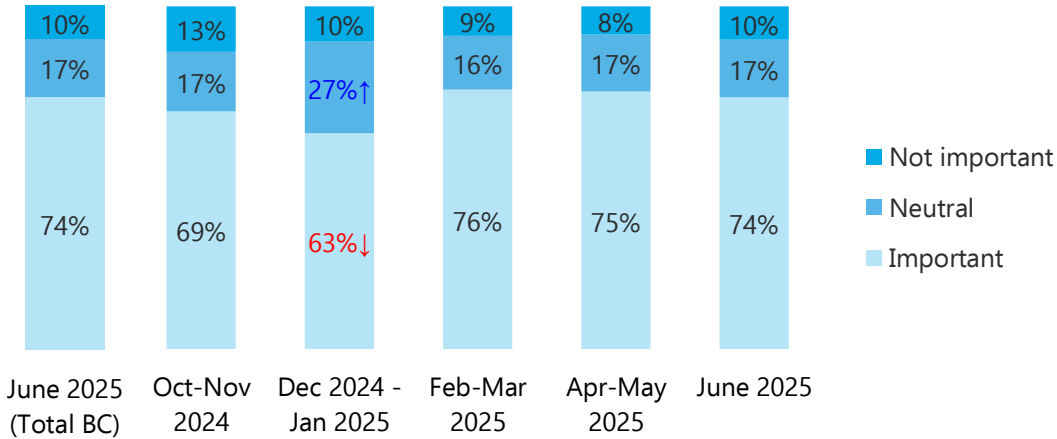
Number of Children Aged 12 and Under



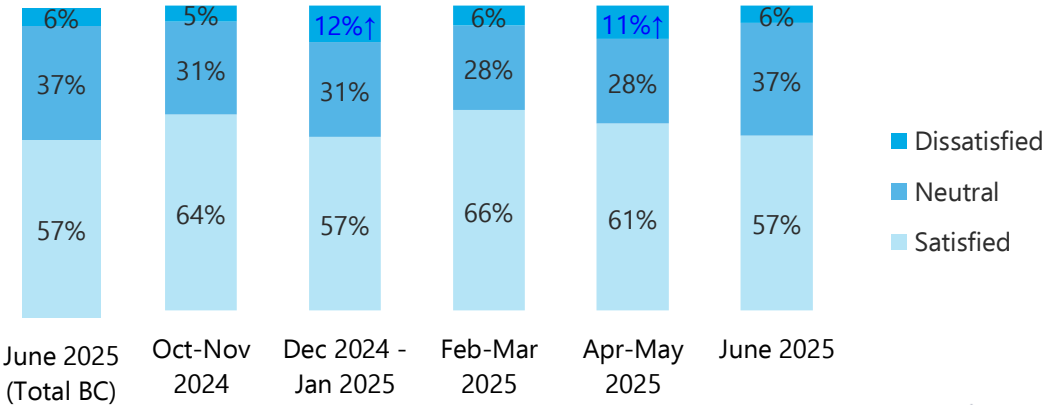
Impact of Free Transit on Transit Usage for Children 12 and Under



Importance of Free Transit for Children 12 and Under



Satisfaction of Free Transit for Children 12 and Under



↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

X4 To what extent has the implementation of the Free Transit for Children 12 and Under program, impacted the frequency with which your child/children uses public transit?

Safety in Transit

	Oct-Nov 2024	Dec 2024 - Jan 2025	Feb-Mar 2025	Apr-May 2025	June 2025	June 2025 (Total BC)
No, I felt safe throughout the trip	74%	71%	73%	74%	74%	74%
Yes, I felt unsafe while travelling to my first stop	5%	7%	6%	5%	7%	7%
Yes, I felt unsafe while waiting to board my first transit vehicle	11%	13%	11%	10%	8%	8%
Yes, I felt unsafe while on-board	8%	9%	8%	9%	10%	10%
Yes, I felt unsafe during a transfer	4%	5%	5%	5%	3%	3%
Yes, I felt unsafe when exiting	5%	4%	5%	3%	4%	4%
Yes, I felt unsafe while travelling to my final destination	4%	4%	5%	4%	6%	6%
Don't know/not sure	5%	4%	5%	5%	6%	6%

NPS Score of Transit

	Oct-Nov 2024	Dec 2024 - Jan 2025	Feb-Mar 2025	Apr-May 2025	June 2025	June 2025 (Total BC)
Detractor s	53%	48%	45%	49%	49%	49%
Passive	12%	13%	14%	14%	11%	11%
Promotor s	35%	39%	41%	37%	40%	40%
NPS Score	-18.6	-8.6	-4.6	-11.5	-9.2	-9.2

Q13 During your most recent trip, were there parts of the trip where you felt unsafe?

Green highlighted cells indicates significantly higher results compared to other regions.
Red highlighted cells indicates significantly lower results compared to other regions.

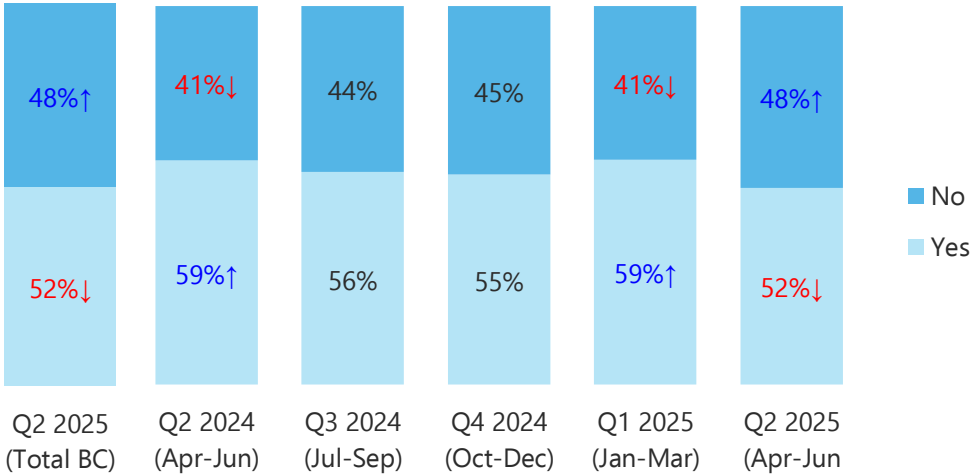


Quarterly Reporting Regions

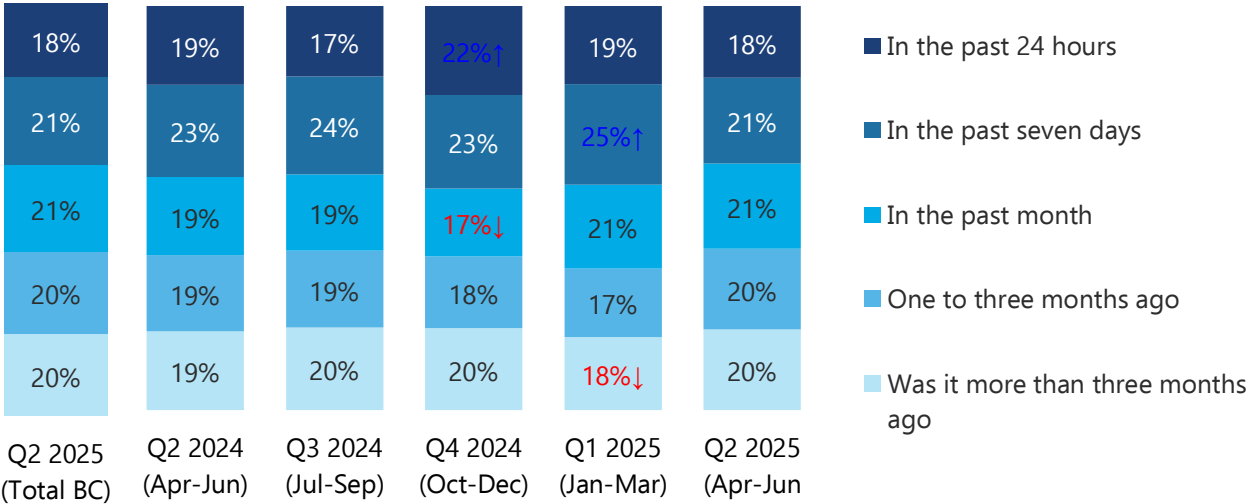
Responsibility for Local Transit System

	Q2 2024 (Apr-Jun)	Q3 2024 (Jul-Sep)	Q4 2024 (Oct-Dec)	Q1 2025 (Jan-Mar)	Q2 2025 (Apr-Jun)	Q2 2025 (Total BC)
BC Transit	81%	81%	81%	80%	81%	81%
Local/municipal government	25%	25%	25%	26%	24%	24%
TransLink	13%	12%	12%	13%	12%	12%
Other	1%	2%	2%	1%	2%	2%
Don't know	6%	6%	5%	5%	6%	6%

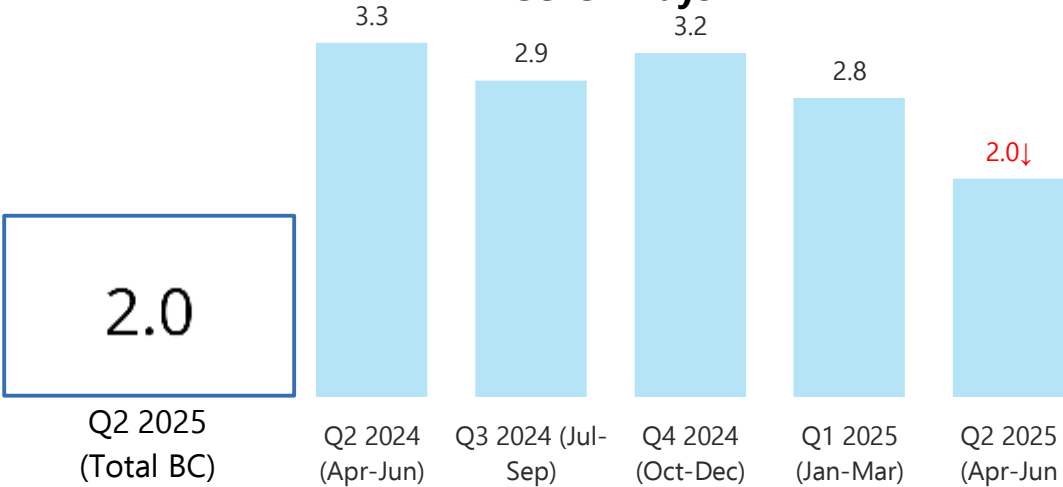
Past Year Local Transit use



Most Recent Local Transit Use



Average Number of One-Way Trips in the Past Seven Days

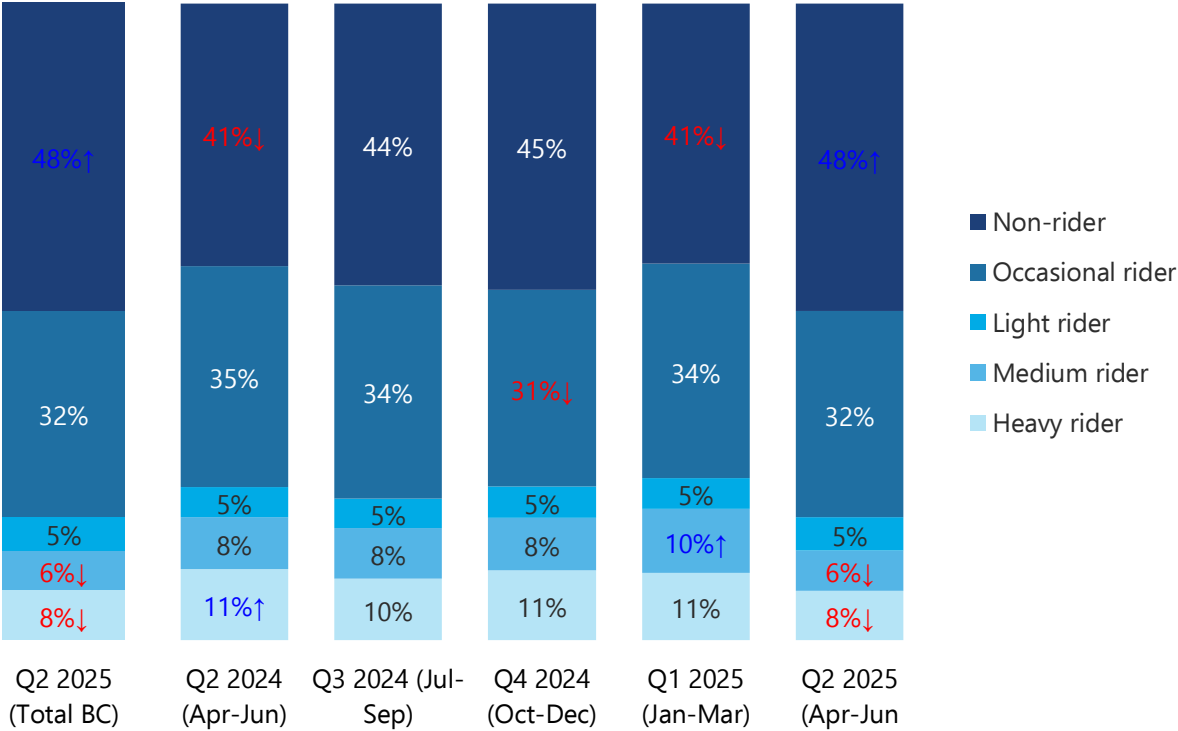


Choose the region:

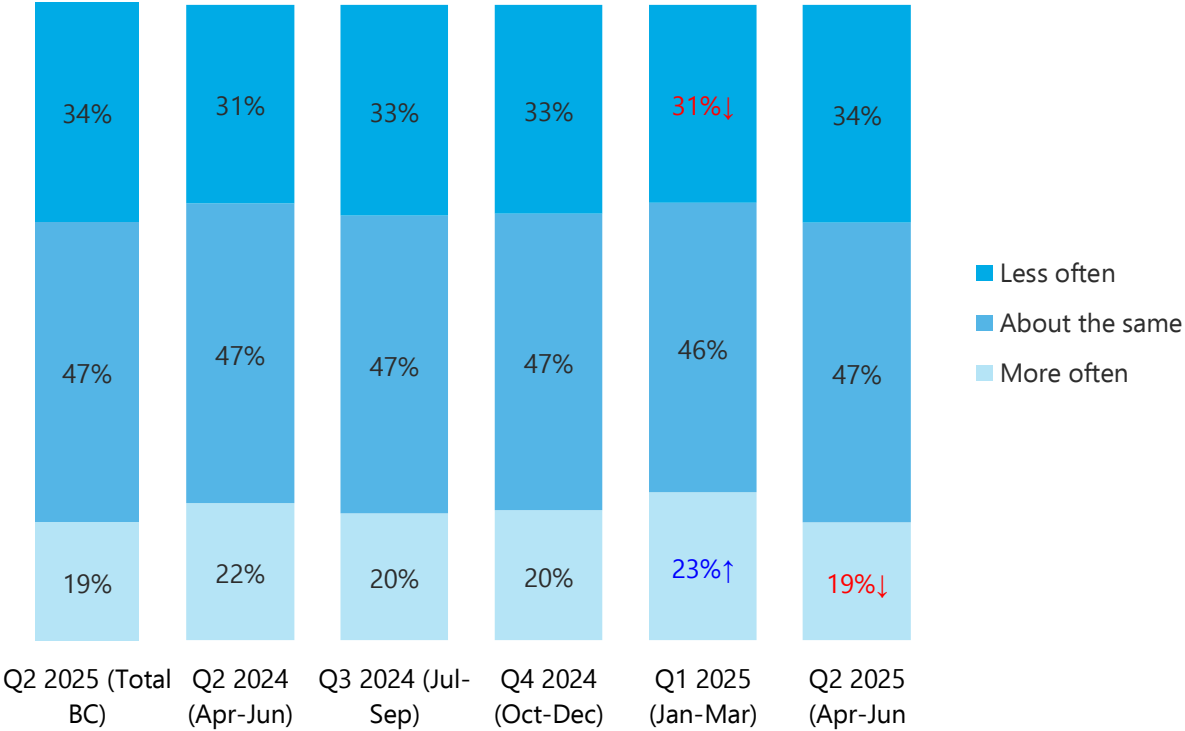
(All)

Trends

Rider Usage Group



Past Year Change in Local Bus System Use
(Among Past Year Riders)



Choose the region:

(All)

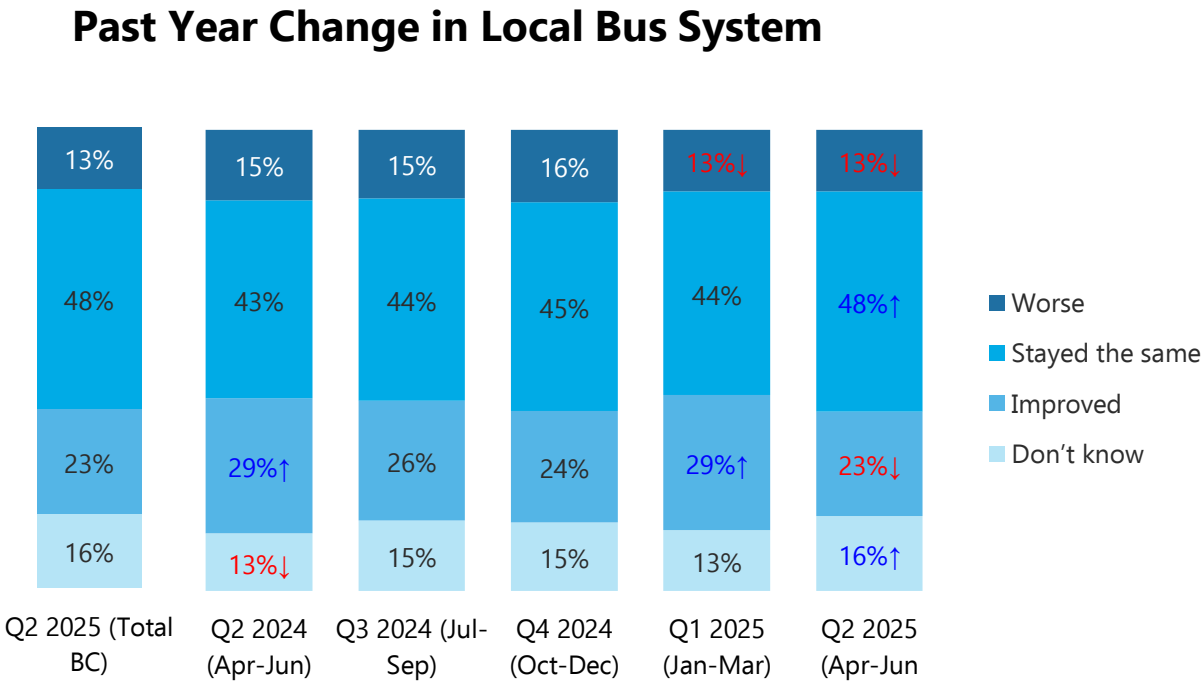
Trends

Modes of Transportation Used More Often

	Q2 2024 (Apr-Jun)	Q3 2024 (Jul-Sep)	Q4 2024 (Oct-Dec)	Q1 2025 (Jan-Mar)	Q2 2025 (Apr-Jun)	Q2 2025 (Total BC)
Drive alone (car/truck)	57%	56%	55%	58%	56%	56%
Carpool or share a ride as driver	8%	11%	12%	11%	11%	11%
Carpool or share a ride as passenger	19%	17%	19%	19%	19%	19%
Taxi	11%	8%	12%	12%	10%	10%
Bicycle	11%	12%	14%	11%	11%	11%
Motorcycle/moped/scooter	4%	5%	5%	4%	7%	7%
Walking/rollerblading/skateboarding/jogging	30%	32%	29%	18%	18%	18%
Ride share (e.g. Uber, Lyft, etc.)	8%	9%	10%	10%	13%	13%
Other	4%	8%	6%	7%	7%	7%
Don't know	0%	1%	0%	1%	0%	0%

Modes of Transportation Used Less Often

	Q2 2024 (Apr-Jun)	Q3 2024 (Jul-Sep)	Q4 2024 (Oct-Dec)	Q1 2025 (Jan-Mar)	Q2 2025 (Apr-Jun)	Q2 2025 (Total BC)
Drive alone (car/truck)	60%	54%	53%	46%	54%	54%
Carpool or share a ride as driver	14%	12%	17%	13%	14%	14%
Carpool or share a ride as passenger	20%	14%	21%	20%	17%	17%
Taxi	37%	39%	35%	38%	24%	24%
Bicycle	14%	13%	15%	19%	9%	9%
Motorcycle/moped/scooter	6%	3%	6%	10%	3%	3%
Walking/rollerblading/skateboarding/jogging	27%	30%	29%	15%	15%	15%
Ride share (e.g. Uber, Lyft, etc.)	23%	19%	20%	22%	21%	21%
Other	2%	2%	2%	2%	6%	6%
Don't know	2%	2%	3%	1%	3%	3%



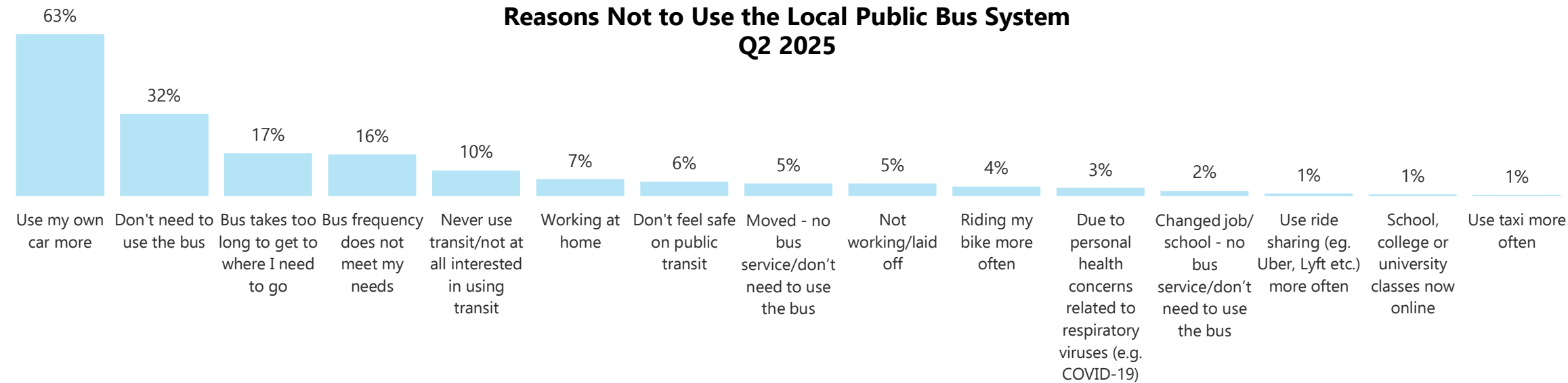
	Q2 2024 (Apr-Jun)	Q3 2024 (Jul-Sep)	Q4 2024 (Oct-Dec)	Q1 2025 (Jan-Mar)	Q2 2025 (Apr-Jun)	Q2 2025 (Total BC)
Fare prices are reasonable	51%	51%	50%	52%	48%	48%
Bus drivers are courteous	63%	62%	60%	61%	63%	63%
Frequency of scheduled service	40%	39%	35%	41%	36%	36%
Buses run on time/on schedule	48%	50%	47%	51%	49%	49%
Buses are clean/well-maintained	55%	57%	54%	56%	55%	55%
Availability and accuracy of schedule information	50%	51%	47%	53%	50%	50%
Buses not being overcrowded	47%	48%	47%	49%	47%	47%
Buses have a direct route	42%	42%	38%	44%	39%	39%
Bus fare payment options are convenient and easy to use	54%	54%	51%	53%	51%	51%
Buses have good connections with reasonable wait times	38%	39%	34%	39%	35%	35%
Bus stops have enough amenities such as shelters, benches, information and trash cans	34%	34%	32%	36%	32%	32%
Bus stops are clean and well maintained	41%	42%	40%	43%	42%	42%
Trip duration, that is the time from when you boarded to the time you got off the bus	45%	44%	41%	46%	41%	41%
Sense of safety and security	49%	48%	45%	47%	46%	46%
Overall	49%	47%	44%	52%	46%	46%

Choose the region:

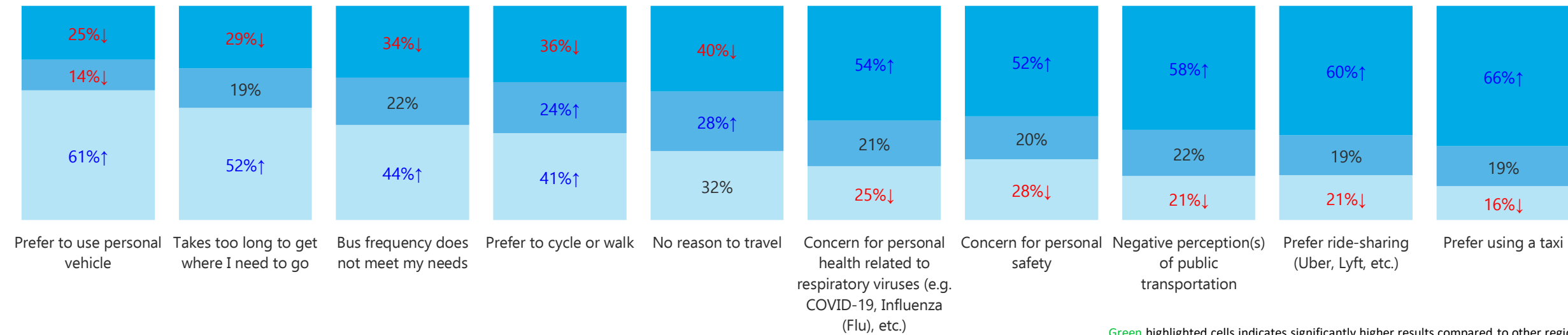
(All)

Trends

Reasons Not to Use the Local Public Bus System Q2 2025



Likelihood of Reasons to not use Public Transportation



Q5A What was the main purpose of your trip, the last time you used the local public bus system?

Agree Neither Agree nor Disagree Disagree

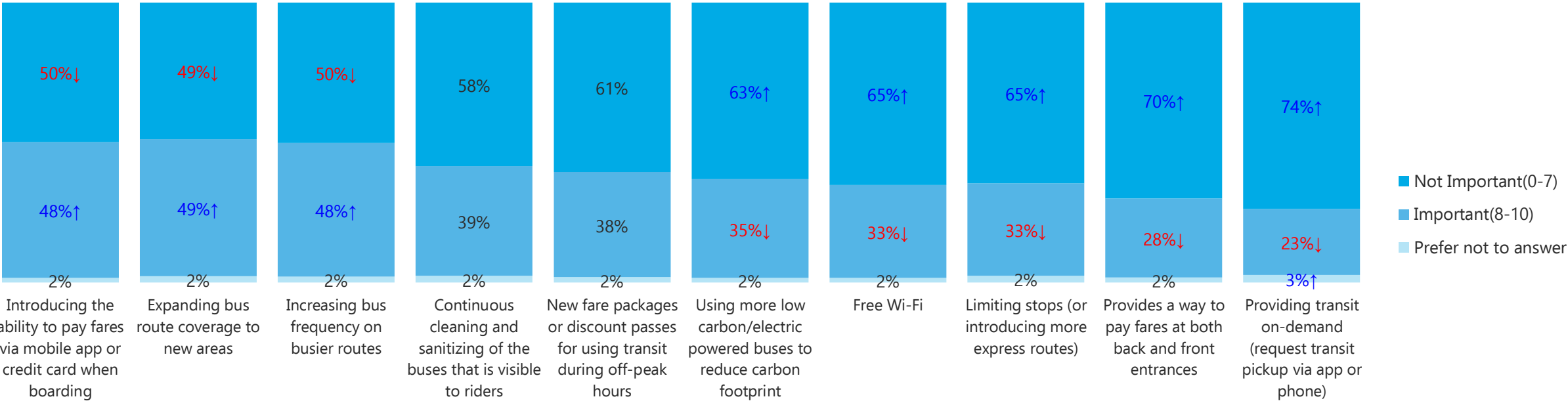
Green highlighted cells indicates significantly higher results compared to other regions.
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Choose the region:

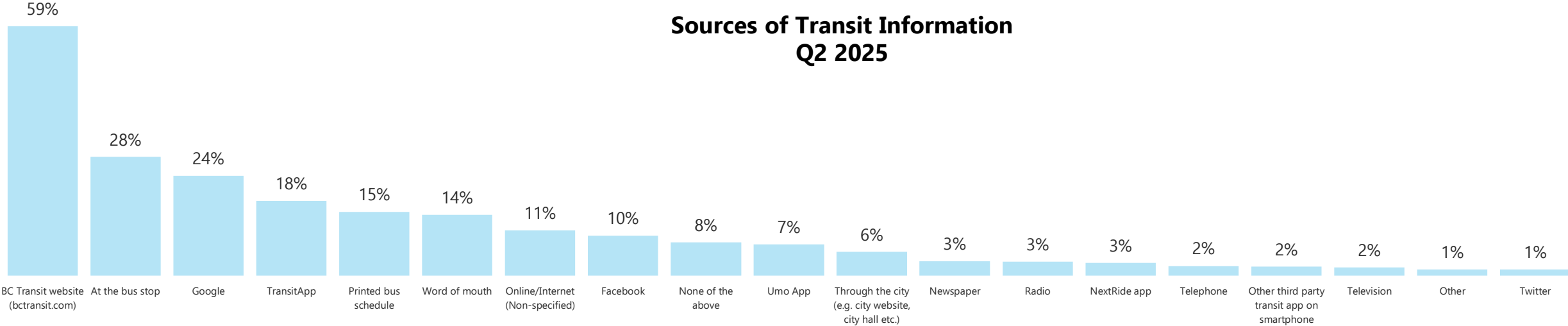
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Trends

Key Improvements to Encourage Use of Transit Q2 2025

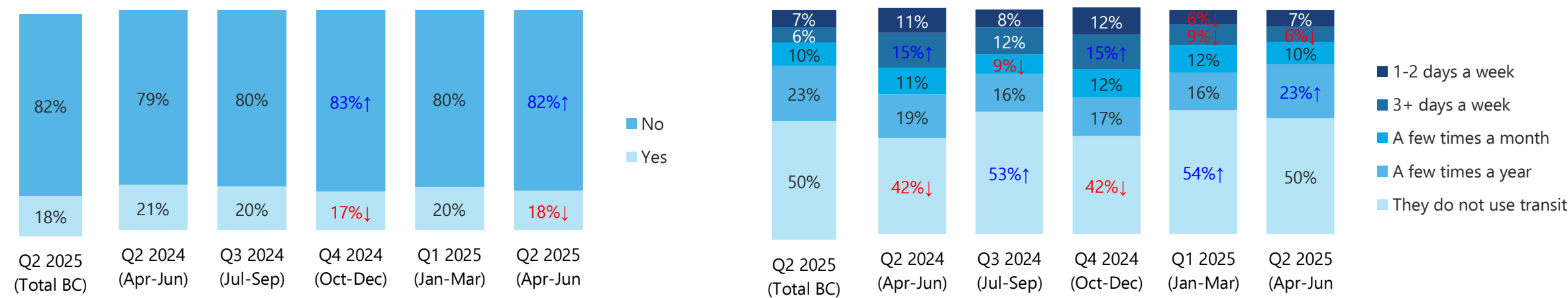


Sources of Transit Information Q2 2025

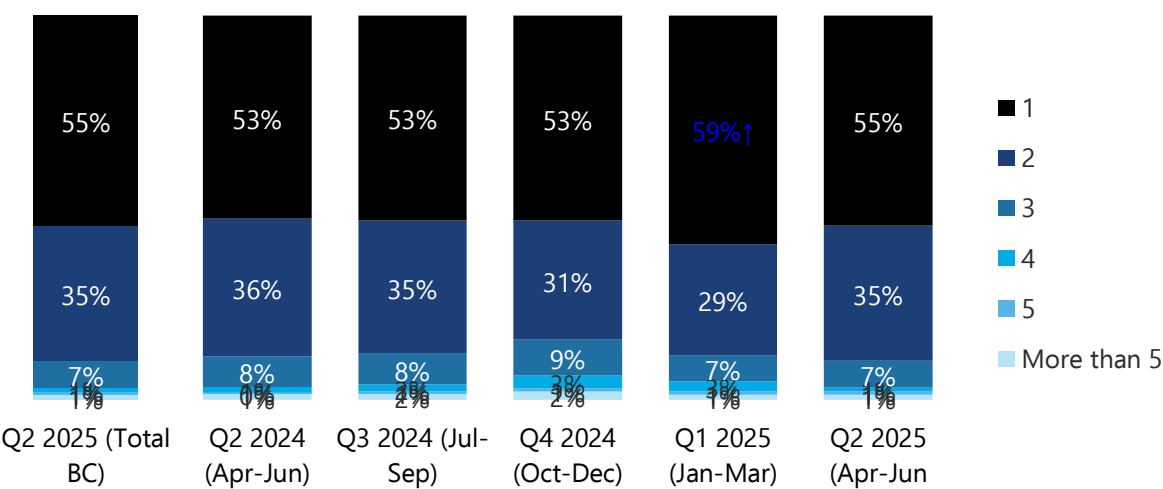


Taking Care of Children Aged 12 and Under

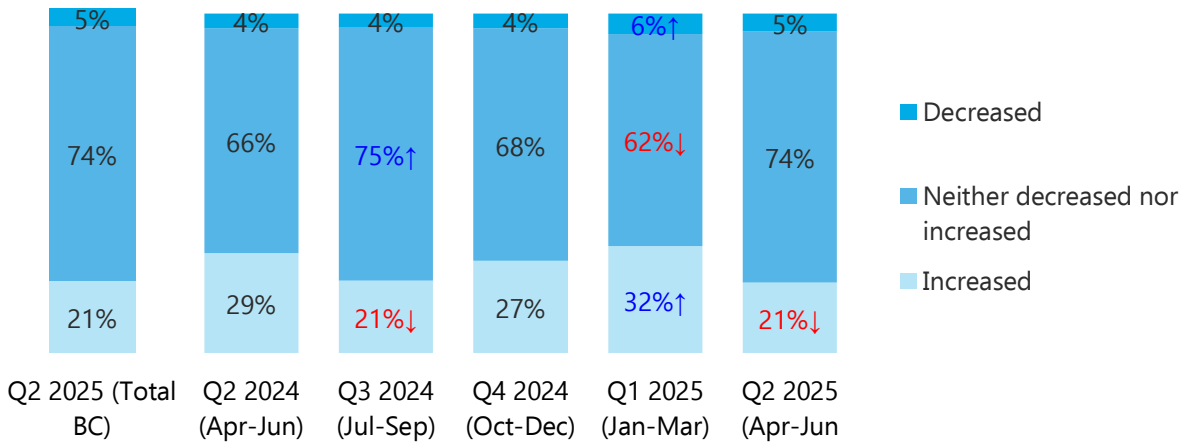
Frequency of Riding the Bus by Children 12 and Under



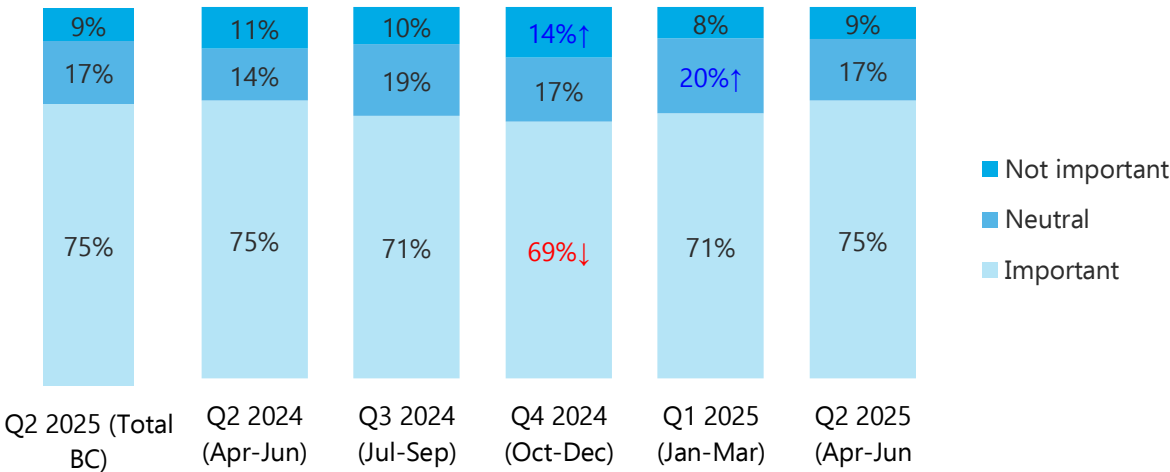
Number of Children Aged 12 and Under



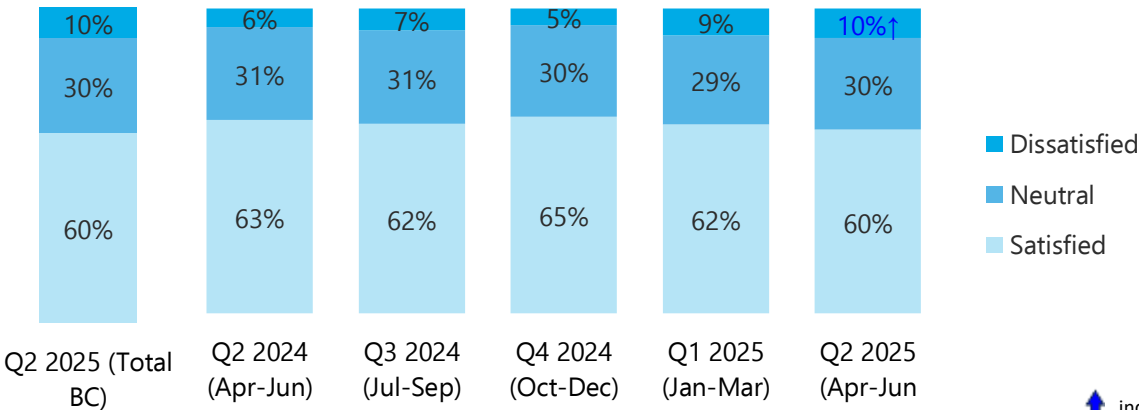
Impact of Free Transit on Transit Usage for Children 12 and Under



Importance of Free Transit for Children 12 and Under



Satisfaction of Free Transit for Children 12 and Under



X4 To what extent has the implementation of the Free Transit for Children 12 and Under program, impacted the frequency with which your child/children uses public transit?

↑ indicates significantly higher results compared to other regions;
↓ indicates significantly lower results compared to other regions.

Safety in Transit

	Q2 2024 (Apr-Jun)	Q3 2024 (Jul-Sep)	Q4 2024 (Oct-Dec)	Q1 2025 (Jan-Mar)	Q2 2025 (Apr-Jun)	Q2 2025 (Total BC)
No, I felt safe throughout the trip	77%	74%	74%	71%	74%	74%
Yes, I felt unsafe while travelling to my first stop	5%	5%	5%	6%	6%	6%
Yes, I felt unsafe while waiting to board my first transit vehicle	10%	11%	11%	12%	10%	10%
Yes, I felt unsafe while on-board	6%	8%	8%	9%	9%	9%
Yes, I felt unsafe during a transfer	4%	4%	3%	5%	4%	4%
Yes, I felt unsafe when exiting	4%	4%	4%	5%	3%	3%
Yes, I felt unsafe while travelling to my final destination	4%	4%	4%	5%	4%	4%
Don't know/not sure	3%	5%	5%	5%	5%	5%

NPS Score of Transit

	Q2 2024 (Apr-Jun)	Q3 2024 (Jul-Sep)	Q4 2024 (Oct-Dec)	Q1 2025 (Jan-Mar)	Q2 2025 (Apr-Jun)	Q2 2025 (Total BC)
Detractors	49%	48%	52%	46%	49%	49%
Passive	14%	12%	12%	14%	13%	13%
Promoters	37%	40%	35%	40%	38%	38%
NPS Score	-12.4	-7.7	-17.3	-5.4	-11.0	-11.0

Q13 During your most recent trip, were there parts of the trip where you felt unsafe?

Green highlighted cells indicates significantly higher results compared to other regions.
Red highlighted cells indicates significantly lower results compared to other regions.



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PivotalResearch is headquartered on the ancestral land of the Nêhiyawak (Cree), Anishinaabe (Saulteaux), Niitsitapi (Blackfoot), Métis, Dene and Iyāhé Nakoda (Nakoda Sioux) in Treaty 6 Territory and Métis Region 4.